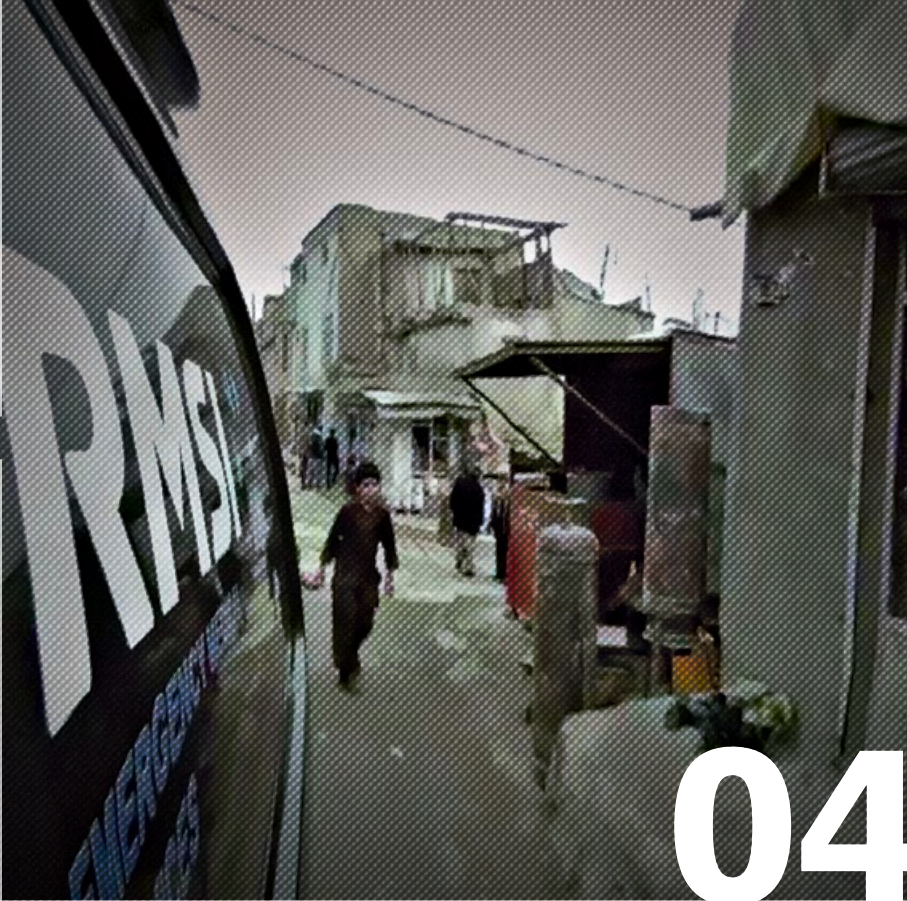


Supporting Kokoda Track Foundation

How International SOS Australasia
is giving back to Papua New Guinea's
local community



04

08

Welcome

Welcome to the latest edition of Hotline. This magazine brings you up-to-date news about International SOS, as well as engaging real-life stories about how we leverage our knowledge and expertise to help our clients. The articles in this edition reflect our strategic focus on prevention, preparation and risk mitigation, and our drive to put customers at the centre of everything we do.

Key features in this issue cover our activities in key markets, including Australia and Vietnam, where we are extending the scope of operations for the mutual benefit of our organisation and our clients. You can also read about how our teams in North and South America are preparing for major sporting events in Brazil and the security and medical challenges they bring. There's a feature on our partnership with the United Nations International School (UNIS) in Hanoi, and the work of MedAire, an International SOS company, in assisting passengers and crews in the air, on land and at sea.

Corporate responsibility goes to the heart of our business, and our charitable work in Australasia with the Kokoda Track Foundation receives attention on pages 8-11. Highlighting a range of fundraising and community engagement initiatives, this article discusses our long-term operations in Papua New Guinea, and our efforts to make a positive impact on the health and education of the local population.

We would like to thank all our contributors who have provided vital insight into the situations and challenges faced by our members overseas. We would also like to thank our clients, who continue to play a vital role in providing stories and content for this magazine. We hope you find these articles of interest and look forward to your thoughts and feedback. To let us know what you think, please email hotline@internationalsos.com.

Arnaud Vaissie
Chairman & CEO

Pascal Rey Herme
Group Medical Director



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A dedicated trekker on the Kokoda Track, Papua New Guinea





RMSI

Peace of mind in complex and extreme environments

Rob Lamb, founder and CEO of medical solutions provider RMSI, talks to Hotline Magazine about how their affiliation with International SOS helps extend their reach to vulnerable professionals working overseas.

HL: Can you give us an overview of the services RMSI provides?

We embrace the challenges that call on the most skilled and daring professionals in the medical sphere. As an affiliate of International SOS, we represent the medical services arm of the world's largest provider of integrated medical and travel security risk services. Our approach is holistic, forward-thinking and life-saving.

Physically, we're available 24/7 with an around-the-clock Mission Response Centre in Dubai, remote field hospitals and a fleet of state-of-the-art land and air emergency vehicles. We also educate companies on best practice for emergency preparedness planning. Our staff are highly trained professionals who deliver impactful lessons designed to impart the tools and understanding necessary to tackle the hazards of operating in hostile areas.

HL: How does your relationship with International SOS strengthen your offering?

RMSI is a subsidiary of International SOS. We share a number of mutual skills as well as complementary strengths. At an operational level, the unparalleled resources and infrastructure of International SOS helps us to make the most of our unique skillsets.

Clients operating in dangerous countries such as Somalia, Iraq and Afghanistan feel the benefit of a seamless integration between our medical assistance and enhanced evacuation capabilities. Thanks to International SOS, we have more leverage to design effective medical support solutions appropriate both to the location and to our clients' unique needs and budgets. For example, we've achieved operational integration of our Mission Response Centres and International SOS' Assistance Centres. We've also aligned our medical services procedures and standards and IT systems – all of which demonstrates to our mutual clients that we offer a totally integrated and united service.

HL: Naturally, your work also helps to support the global ambitions of International SOS...

Absolutely. Our medical and operational personnel, with their very specific knowledge and experience, are second to none and an invaluable resource for International SOS. Our joint initiatives give international government, defence and private organisations access to RMSI's pioneering medical services. That said, RMSI could not bring our skills to the right parties without the global reach of International SOS.

HL: Can you give us any examples of your work in action?

Of course. One event that springs to mind took place on 30 October 2013. A subcontractor for one of RMSI's major clients in Iraq sustained a serious partial amputation injury to the wrist whilst operating in an oilfield. The RMSI Site Paramedic was on-hand to administer urgent medical attention and stabilise the patient. The RMSI Mission Response Centre offered top-level clinical and operational support while International SOS began the evacuation process via its global assistance platform.

By working together, RMSI and International SOS were able to transfer the patient to a ground ambulance within an hour of the incident. An RMSI Air Ambulance was then used to rush the

patient from Basra International Airport to Dubai's City Hospital less than 10 hours later. Because of our exacting medical and operational standards, and the efficient evacuation arrangements made by International SOS, the surgical team at City Hospital were able to successfully reattach the amputated limb and ensure the patient received the best possible chance of making a full recovery.

HL: Have you received any feedback that has reaffirmed the value of your services?

We hear time and time again of the many ways our work improves the lives of courageous professionals working in some of the world's most challenging operational environments. Recently, an employee from an RMSI client subscriber wrote in to recount his experience in Afghanistan:

"I have recently been a patient of yours, both in the clinic in Kabul and on a medical flight from Kabul to Dubai. I would just like to say thank you; your teams are among the most professional I have ever met. Their calming influence, knowledge, the way two professionals accompanied me to the ISAF hospital and took control of the ICU the second they walked in; every step of the way, you gave me total faith that I was going to be OK. Please pass on my thanks to both the Kabul team and the flight team for all their hard work in what I know was a difficult situation."

It is feedback like this that spurs us on and inspires us to do more for our clients, expand into new regions and find revolutionary ways to mitigate the risks of working in hostile regions the world over.





"I have recently been a patient of yours, both in the clinic in Kabul and on a medical flight from Kabul to Dubai. I would just like to say thank you; your teams are among the most professional I have ever met."

RMSI CLIENT, AFGHANISTAN



SUPPORTING

Kokoda Track Foundation





LEFT:

Children of the local community continue to benefit from Kokoda Track Foundation support and activities



As a key player in Papua New Guinea, International SOS Australasia is committed to giving back to the local community. Through its new partnership with the Kokoda Track Foundation, the organisation is meeting its corporate social responsibility commitments in health and education.



Having operated in Papua New Guinea for 20 years, International SOS Australasia has become an important part of the community. It is in a unique position to understand and support Papua New Guinea nationals, who make up nearly 90 per cent of the 400-strong International SOS PNG workforce.

Michael Gardner, regional managing director of International SOS Australasia, explains how the company has been a key driver of healthcare developments in Papua New Guinea:

"Over two decades working in-country, we've directly trained and employed more than 500 Papua New Guinean medical professionals. We have also delivered community health education and established the logistics of health delivery, such as clinical referral pathways, supply chain and human resources capabilities."

International SOS Australasia's commitment to working with the local community has made it the largest employer of medical professionals outside

the Papua New Guinean government. So when it sought to identify a preferred charity with resonance in the region, International SOS Australasia could clearly relate to the Kokoda Track Foundation's mission:

"To work to improve the well-being and futures of the people of Papua New Guinea by assisting with education and healthcare, by respecting customs and environment, by improving livelihoods and by fostering the next generation of leaders."

The Kokoda Track impact

The Kokoda Track Foundation is an Australian organisation named after the arduous 96km single-file thoroughfare along which the ANZACS and Japanese troops engaged in major battles during World War II. The charity aims to repay the generous assistance the Papua New Guinean 'Fuzzy Wuzzy Angels' offered soldiers from Australia and New Zealand in their lowest moments. Its support comprises education, healthcare, community development and microbusiness programmes.



ABOVE AND OPPOSITE PAGE, TOP LEFT:

Papua New Guinea nationals make up nearly 90 per cent of the 400-strong International SOS PNG workforce

With health and education central to International SOS Australasia's corporate social responsibility agenda, cooperating with the Kokoda Track Foundation enables the company and its employees to make a positive contribution to the communities it has come to know and love.

The impact of the partnership is holistic, with International SOS Australasia offering financial, physical and intellectual backing for the established charity. To kick-start the relationship, International SOS Australasia donated \$6,000 toward funding a community health worker for one year. And employees are getting on board, too.

"So far, our employees have kindly donated more than \$9,400 through monthly payroll donations and this has been matched up to a certain amount by International SOS Australasia," says Gardner. "More than \$4,000 has also been donated through staff fundraising events and money we saved simply by sending e-cards instead of traditional Christmas cards to clients. This puts us in good stead to achieve our target of \$30,000 for the year – a sum that will enable us to build a fully-equipped International SOS First Aid Post."

"With the assistance of our Social Committee, we will be organising further fundraising events across the region such as trivia nights and morning teas. A group of employees are also going to walk the Kokoda Track and there will be additional donations of money and time," adds Gardner.

It is exactly this kind of ambition that makes International SOS Australasia employees so beneficial to the Kokoda Track Foundation. *"We love the passion and drive of International SOS Australasia's staff,"* says Genevieve Nelson, the charity's executive director. *"With the support we've received so far we've already made a difference in the lives of the Papua New Guinean families and children living along The Track."*

Locally informed operations

Of course, the organisation's wider understanding of the local community also strengthens its commercial capabilities. Several corporate, energy, mining and infrastructure companies working in Papua New Guinea have benefited from the unique integrated service offering of International SOS Australasia.

Gardner highlights the importance of local knowledge for effective safety solutions:

"International SOS Australasia was the first provider of medical and evacuation services in Papua New Guinea and we are intimately familiar with the medical and security environment. In a country where the health infrastructure and standards of healthcare are still developing, companies need to know their employees will have access to quality medical care when they need it. No other assistance company has comparable resources or expertise in the country."

In addition to providing medical care and occupational medicine training, International SOS Australasia organises evacuation procedures and arranges security and immigration clearances should a patient be taken outside the country. There is centralised management over these procedures from the 24/7 Sydney Assistance Centre, where experienced professionals oversee live cases and instruct aeromedical support teams operating International SOS air ambulances.

"The Assistance Centre team provides a continuity of care, which means they manage the evacuation, the receiving care and the follow-up care until a patient is ready to return to work," explains Gardner.

A natural next step

With its strong local presence and unrivalled resources, International SOS Australasia has become the go-to firm for comprehensive health impact assessments and baseline health surveys in the region – vital services that help to inform companies' operations ahead of their arrival in Papua New Guinea.

Before expanding into the Gulf Province, the InterOil Corporation engaged International SOS Australasia to perform surveys and studies across more than eight villages in the area. Field researchers ascertained detailed information about local health services, sanitation infrastructure, education and employment opportunities. It was important to InterOil that it had the support of Papua New Guinea nationals and the necessary understanding to help make a positive impact on the region.

"Local knowledge and community sensitisation is vital to building strong relationships on the ground," says InterOil's HSE Manager Michael Martin. *"This whole process, developed in conjunction with local health authorities and community representatives, means we have been able to work effectively together and gain their trust."*

A partnership with Kokoda Track Foundation was the natural next step for International SOS Australasia. By working closely with the charity, it will have greater access to critical local information it can then relay to clients operating in Papua New Guinea. In this way, International SOS Australasia and the Kokoda Track Foundation will continue working together to create a brighter future for the Papua New Guineans of today and tomorrow.



“Local knowledge and community sensitisation is vital to building strong relationships on the ground.”

MICHAEL MARTIN - HSE MANAGER, INTEROIL

International SOS in



World Cup fever

In summer 2014 and 2016, Brazil will play host to two major international sporting events. While anticipated to be huge successes, health and safety issues will need to be addressed to ensure that, for the tens of thousands of visitors pouring into the country, these events are remembered for the right reasons. Following a series of protests in Brazil in 2013, plus high levels of crime and increasing risk of disease, International SOS is working to ensure its clients take every necessary precaution.

BRAZIL

OPPOSITE PAGE:

Ruben Berta Avenue, Sao Paulo, Brazil

In recent years, Brazil has experienced rapid economic growth based on agricultural production, manufacturing and strong global exports. As one of the select group of developing countries known as the BRIC (Brazil, Russia, India and China) nations, Brazil has distinguished itself from other emerging markets and is now the world's sixth largest economy by GDP. In size, it covers more than 3.2 million square miles and is home to nearly 194 million people. It is a popular place, too; last year alone, Brazil received 525,000 international travellers and is the tenth most sought-after expatriate destination in the world.

Yet despite its impressive economic development, Brazil is riven by social divisions and unrest caused largely by unequal distribution of wealth. Indeed, an emergent and prosperous middleclass has served to underscore the poverty experienced by large sections of the population. In late 2012 a wave of protests erupted across the country, triggered by public transport price hikes at a time when other services were suffering from underinvestment. These protests continued into 2013, culminating in riots around the FIFA Confederations Cup. And while Brazil is not deemed 'high-risk' from a security perspective, carjacking, street robbery and other forms of opportunistic crime have become widespread.

With Brazil set to host the 2014 FIFA World Cup and the 2016 Summer Olympics, these security concerns have been compounded by the recent spread of tropical diseases, such as dengue fever, to built-up urban areas. No longer confined to suburban or rural locations, dengue fever (which is a seasonal disease) will be of particular concern in the northeast of the country during the World Cup. Other diseases, such as rabies and yellow fever, are endemic; malaria remains a major problem in rural areas, and there is little reassurance to be found in the country's complex and under-resourced public health system. Which is why, as the media, fans, business travellers and VIPs prepare to descend on Brazil,

International SOS and its partner agencies are putting plans and people in place.

"Local presence is everything in these situations", says Dr Ivan Drummond, CEO of International Health Care (IHC), a joint venture with International SOS based in Brazil that provides health, advisory and offshore health services. "International SOS has been operating in Brazil for a long time; and now, through IHC, we have a strong local presence and capabilities here and can deal with any medical – or security – situation."

This 'boots-on-the-ground approach' is a hallmark of the International SOS/IHC joint venture, which integrates the two organisations' networks to cover Brazil.

"Through this integrated partnership", explains Dr Drummond, "we have an established medical and security presence all across Brazil. We can also call on our International SOS Assistance Centre in Philadelphia for additional external support when required. It's a tried-and-tested method that yields excellent results."





“It is very remote up there – and the logistics of transport and medical access need to be thought through well in advance.”

DR ROBERT QUIGLEY - PROFESSOR OF SURGERY AND REGIONAL MEDICAL DIRECTOR AND VICE PRESIDENT OF MEDICAL ASSISTANCE, AMERICAS REGION



Such services are critical in Brazil, where travellers often underestimate the sheer size, scope and complexity of the country. For example, visitors are often surprised to find that a city like Fortaleza, the state capital of Ceará in the northeast, is in fact a four-hour flight from Rio de Janeiro. And with some of the World Cup games being played in the heart of the Amazon rainforest, people need to take these distances and locations into account:

“It is very remote up there”, says Dr Robert Quigley, Professor of Surgery and Regional Medical Director and Vice President of Medical Assistance, Americas Region. “And the logistics of transport and medical access need to be thought through well in advance. And that’s where International SOS and IHC come in. We have plans, networks and accredited providers in place to ensure that, if you fall ill in the middle of nowhere, we can help you get the care you need.”

Above all, however, International SOS/IHC recommend pre-travel preparation and information

as the best means of avoiding medical complications in such environments. *“If travellers are on medication”, says Dr Quigley, “they should ensure they have extra supplies. They should also take all necessary vaccinations – e.g. yellow fever – and have plenty of malaria prophylaxis on them, because the government doesn’t issue it. And if you want to avoid rabies, stay away from animals, especially cats, dogs and monkeys. These simple behaviours can really make a difference when it comes to staying safe and well.”*

On the security side, Debora Rocha, Regional Security Manager in Brazil for a joint venture between International SOS and Control Risks, describes Brazil as a “medium-risk country with areas of high risk”. Which means travellers need to be vigilant at all times:

“It might sound obvious, but people should remember to be inconspicuous when out and about in Brazil. You’d be amazed how many people need reminding not to wear a Rolex watch on the beach, or not to parade their iPhone in public.”

"It might sound obvious, but people should remember to be inconspicuous when out and about in Brazil. You'd be amazed how many people need reminding not to wear a Rolex watch on the beach, or not to parade their iPhone in public."

DEBORA ROCHA - REGIONAL SECURITY
MANAGER IN BRAZIL, INTERNATIONAL SOS
AND CONTROL RISKS



ABOVE AND LEFT:
International SOS' expertise



In a country where mobile phones, laptops, jewellery and gadgets remain unaffordable to most, expatriates and travellers are urged to be discrete with their possessions. *"The three golden rules", says Debora, "are as follows: 1) be prepared and research the area; 2) be aware of your surroundings; and 3) keep a low profile. People should also only organise car travel through us or other respected agents, and never leave their drinks unattended, as spiking is common."*

In addition to emergency support via the International SOS assistance centres, International SOS and Control Risks provide a range of travel safety information and guidance via their websites and dedicated mobile apps. Such information will prove critical in the run-up to the 2014 World Cup, as Dr Quigley explains:

"Situations will be fluid during the World Cup, so people should check the websites for updates and alerts. We've learned a lot from the riots at the Confederations Cup; there, we saw protests being

organised through social media, and we'll be monitoring Twitter and other channels to keep ahead of the crowds. We'll also have our accredited private hospitals and ambulances on standby should any of our clients require urgent attention."

Through local presence and networks, emergency response systems and pre-travel information and advice, International SOS, IHC and Control Risks are helping to ensure that clients going to Brazil can enjoy the success and spectacle of the 2014 FIFA World Cup and 2016 Summer Olympics – as Dr Drummond concludes:

"With the support and preparation we provide, our clients can relax and experience these great sporting events. Wherever they are in Brazil, we've got it covered."

Clinical Excellence

“Due to dense traffic, bad roads and poor driving skills, we see all sorts of injuries - from simple cuts and bruises to more serious fractures and organ injuries”

DR DAMIEN CUMMINS - INTERNATIONAL SOS, HANOI CLINIC, VIETNAM





For many years, the International SOS clinic in Hanoi has provided a comprehensive range of primary healthcare and emergency medical services. In 2010, the clinic relocated to the city's West Lake district, where it has extended its reach through a unique care partnership with the United Nations International School (UNIS) in the heart of the expat community.



International SOS has been operating in Vietnam for over 20 years. With three strategically-located clinics, one in Ho Chi Minh City, one in Vung Tau and one in Hanoi, its network comprises 278 providers and a team of multi-lingual doctors and nurses, in total covering 44 provinces across the country. In Hanoi, the International SOS clinic offers fulltime GP and emergency services, paediatrics and gynaecology, as well as a team of national doctors and specialists in the fields of dermatology, cardiology and ophthalmology. The clinic also employs a French dentist and an orthodontist, who flies in from Thailand once a month.



“Rabies is a big problem in South East Asia causing an estimated 20,000 deaths a year, for this reason we recommend pre-exposure vaccinations but also have everything required to deal with possible exposure to the virus.”

DR DAMIEN CUMMINS - INTERNATIONAL SOS, HANOI CLINIC, VIETNAM



Medical care, cultural support

Beyond standard health assessments, the most common reasons for people coming to the Hanoi clinic include coughs, colds and respiratory problems linked to high levels of pollution, 60-70% of which is linked to motor vehicle emissions. Gastroenteritis is also rife, particularly among expatriates and tourists, while motorbike accidents have become an all-too-regular occurrence in the city.

"Due to dense traffic, bad roads and poor driving skills, we see all sorts of injuries," says Dr Damien Cummins, "from simple cuts and bruises to more serious fractures and organ injuries."

The risk of tropical disease, however, is less of a concern in Hanoi than it is down south in the Mekong Delta. Even so, the clinic provides a schedule of recommended vaccinations for those arriving from overseas. *"Rabies is a big problem in South East Asia," says Dr Damien Cummins, "causing an estimated 20,000 deaths a year, for this reason we recommend pre-exposure vaccinations but also have everything required to deal with possible exposure to the virus. We also commonly see people presenting with Dengue fever in the summer months so are well experienced in managing the disease and any possible complications."*

In a city where public and private healthcare facilities are inconsistent, the Hanoi clinic staff are committed to providing world-class medical care. Through a combination of expatriate and national health professionals, the clinic offers a multi-lingual and multi-cultural team that puts customer service and professionalism above all else. The number of languages spoken on site – English, Vietnamese, and Japanese, to name but a few – is of course a major advantage. Clients not only receive expert care but the reassurance of all related information being delivered in their mother tongue. Even if the requisite language skills are not immediately

available on site, the team can quickly put in a 'trialogue' call via our Assistance Centres.

A Korean tourist, seeking emergency assistance for a friend in 2013, recalls how staff were able to help:

"I thought at the time it was a Vietnamese clinic, then the doctor made a call to a Korean doctor so we could communicate over the phone. There was also a load of Korean brochures we could take away with us. The next day, when we returned, there was a Korean nurse waiting to greet us. My advice is: don't worry if you get sick in Vietnam – the International SOS clinic is there!"

UNIS partnership – a class act

The United Nations International School (UNIS) in Hanoi was founded in 1988 to meet the educational needs of expatriate families affiliated to foreign embassies, companies and NGOs. In search of more space and improved facilities, the school relocated to the West Lake area of Hanoi in 2004. When the International SOS clinic also moved into the neighbourhood six years later, a natural partnership developed.

Following the International Baccalaureate system, the school is home to 66 nationalities, 1,058 students and 241 members of staff. The Corporate Medical Access Contract it holds with International SOS entitles all staff and their dependents to expert medical care, delivered either at the Hanoi clinic, at the other clinics in Vietnam or overseas. The clinic also provides medical assistance during field-trips, city visits and overseas excursions. The UNIS nurse prepares all the relevant health files when students travel, so the Hanoi clinic has all necessary information should the need arise.

"It's a busy and well-travelled student body," says Maeve O'Donovan, Marketing and Communications Manager, International SOS, Hanoi Clinic, Vietnam. "They're often engaged in local and regional

sporting events – swimming, soccer, volleyball – and we provide whatever support is required. It might involve setting up a first-aid station at a tournament, or providing access to our international network of assistance centres for trips outside the country." Through these networks, International SOS can provide medical support in the field or, in the event of an emergency, return students to Vietnam or on to Bangkok or Singapore.

On a day-to-day basis, International SOS works with the school to provide health information to teachers and parents, particularly regarding major health issues such as H5N1 (bird flu) or outbreaks of conjunctivitis or HFMD (hand, foot and mouth disease).

"We work closely with the school", explains Maeve. "It's a really strong partnership built on professionalism and trust. It involves a great deal of shared information so we can support their vaccination programmes, orientate new teachers, or offer first aid training to their PE coaches and staff. It's a truly diverse and extensive service. Everyone's very passionate about the school and this relationship."

As International SOS looks to expand its operations in Vietnam, the partnership with UNIS is helping to underscore the company's global credentials and capabilities. It has certainly cemented the Hanoi clinic's local reputation for excellence, passion and care.

OPPOSITE PAGE:

Medical care in International SOS' clinic in Hanoi

BELOW:

Huc Bridge in Hoan Kiem Lake, Hanoi, Vietnam





GLOBAL RESPONSE WITHOUT LIMITS

Since 1985, MedAire has been assisting passengers and crews around the world, whether in the air, on land or at sea. Since becoming an International SOS company in 2008, MedAire has combined its rapid response and logistics capabilities with International SOS' global network. The result is a medical and security offering that is totally unique in its expertise, reach and impact.





Each year, thousands of international travellers rely on MedAire's services. The provider of choice for 75% of Fortune 100 companies, 50% of the world's superyachts and leading airlines and aircraft manufacturers, MedAire has built a reputation for expert medical and security assistance. The company's services include medical education training courses, the provision of kits and equipment, and the medical and logistical capabilities of its 24/7 MedLink Global Response Centres.

MedAire's service model is built around embedded expertise linked to a wider care response network. As a core part of this model, MedAire provides in-depth training to client crew members. The idea is to equip these personnel with the knowledge and skills so they can act as 'first responder' in the event of an emergency. As Steven Bates, MedAire's General Manager of Luxury Yachts, explains: "Out at sea crews and their guests may be a long way from land and medical assistance. So we train designated crew members, showing them how to react in certain situations. It may involve delivering CPR, or stabilising someone who's ill or injured using the skills and equipment we've provided."

Simultaneously, the trained crew member(s) can also put a call into, and act as primary contact for the MedLink centre:

"Our centres are staffed by emergency physicians, nurses and communications specialists," says Steven Bates. "These medical professionals can talk the crew member through the problem at hand, and walk them through the procedures required to best treat the patient. Then, once the patient is stabilised, and depending on the severity of the situation, further action can be coordinated."

Round the world

The value of such support at sea has long been recognised by the maritime community, where MedAire provides assistance to a range of vessels, clients and organisations. "Accidents and illness at sea are common," says Steven. "From sunstroke to jet-ski and tender boat accidents to slips and trips during rough weather, people want to know they have back-up. And that's exactly what we provide. It's an additional level of cover which, given that traditional response mechanisms are often too slow and locations too remote, is absolutely vital."

As testament to its established reputation in this field, for the fourth consecutive year MedAire is acting as official medical kit supplier to the Clipper Round the

World Yacht Race 2013/14. The agreement features coverage for a fleet of 12 70-foot yachts and a course which, more than ever before, will bring safety issues to the fore. Speaking about the renewed partnership, Justin Taylor, Clipper Race Director, remarked:

"This year we have more crews than ever before competing in the race. The safety and well-being of our 650 crew members is absolutely paramount. We are therefore extremely pleased to welcome MedAire on board as our partner again."

The acquisition by International SOS has also provided MedAire with an additional security intelligence dimension. International SOS and its joint venture partner, Control Risks, collate and disseminate extensive pre-travel information for clients the world over. Drawing on this unique capability, MedAire is now able to offer its clients – for example, companies embarking on exploration projects in Libya or the Congo – with vital pre-travel intelligence regarding medical and security risks.

"It's another string to our bow," says Steven Bates. "Using this intelligence, clients can plan and prepare before they set off, which means they're less likely to be caught out by events."

MedAire Trip Ready

MedAire's most recent development is a free app for flight departments designed to help assess and mitigate travel and safety risks. Launched in October 2013, MedAire Trip Ready is aimed at the business and general aviation market and provides vital pre-travel information for pilots and crews.

The app displays content based on the user's destination, including medical and security risk ratings, and calendars of holidays or events that may impact a journey or assignment. Pilots and crew members can also use the app to view weather conditions and local time, while alerts are issued in the event of civil unrest, disease outbreak or natural disaster, along with risk mitigation advice.

"There are over 600 aviation apps on the market associated with flight planning," says Grant Jeffery, CEO of MedAire. "We realised there was a major gap when it came to assisting crew and passengers on those flights. This app is the first of its kind focused on health and travel safety for the people on those missions."

Already MedAire's aviation clients have embraced this new development. The Aviation Travel Security Briefs have proved particularly successful. Indeed, VistaJet Limited, based at Malta International Airport, recently commented on their delight with the security briefing service:

"We use them on a daily basis," says Rui Goncalves, Head of Operations Control Centre at VistaJet. "We have many sensitive operations and use the security briefs directly via the MedAire app. This process has definitely improved the efficiency of our safety protocols, and we send the briefs to crew members to keep them informed."

Malcolm Rusby, European Safety Director at TAG Aviation, concurs: "Trip planning and travel risk management just got a whole lot easier."

And with the Trip Ready app dovetailing with the company's extensive range of services, MedAire looks set to continue delivering an unrivalled medical and security package. As Rui Goncalves concludes:

"In addition to the app, a while ago we had a crew member who was at risk of disease and infection following a bite from an insect in Africa. MedAire gave us medical assistance and we followed their advice on where to go and which hospital to use. It's a really great service all round."

FURTHER INFORMATION

To download the MedAire Trip Ready app, please visit www.medaire.com/tripready



TWO NEW OFFICES and a HEALTH SCHOLARSHIP launched in AUSTRALASIA

International SOS Australasia accommodates high growth in Melbourne and Canberra with two new regional offices. To mark this exciting step forwards, International SOS Australasia is also funding a Nossal Scholarship for Global Health.



International SOS has a strong presence in Australasia with close ties to the Australian government and local and international businesses operating in Australia, New Zealand and Papua New Guinea (PNG). The regional HQ in Sydney is supported by offices in Melbourne, Brisbane, Perth, Canberra, Auckland and Port Moresby with specialist staff who can address specific needs of local clients.

Following high growth in Melbourne and Canberra, our teams have recently moved into new premises to enable greater strategic focus on the requirements of the federal government based in Canberra and local businesses based in Melbourne. The range of services on offer include medical and security consulting, medical assistance and staffing, information and tracking services, health check programs, security protocols, online learning and additional training.

Unique to the Canberra office is a co-branded design to honour the organisation's close ties to the Australian government. It features photos and logos from both International SOS and a subsidiary company, International Health and Medical Services (IHMS).

Strategic direction

The decision to expand these two offices follows projections by the Australian Bureau of Statistics that the country's population will swell by more than 40 million over the next 45 years. By 2060, the bureau estimates that the population in Melbourne and Canberra will double respectively to 8.5 million and 904,000. Some predict that Melbourne will overtake Sydney in commercial significance in 40 years' time. The primary reason for this dramatic population boom is immigration, with current levels of Australian migration already marking a net gain of 240,000 people every year.

Good weather, pleasant lifestyle and career opportunities are high on the list of priorities for Australian-bound emigrants the world over. And with more people come new businesses, major international headquarters and a rise in regional operations – all of which International SOS Australasia will be ready to accommodate with its advanced support network including the 24/7 Assistance Centre in Sydney, five nationwide offices, a fleet of accredited air ambulances and unparalleled human resources.

An iconic opening

At the official opening of the new Canberra office, International SOS Australasia also launched a scholarship to support research into public health in PNG. The Nossal Scholarship for Global Health was announced by Australian Minister for Immigration Scott Morrison and the esteemed immunology researcher after whom the scholarship is named: Sir Gustav Nossal.

Sir Gustav Nossal has contributed globally significant research in fundamental immunology. He has shown a lifelong commitment to translating medical research into improved health for all. Fulfilling his vision, scholarship recipients will strive to overcome some of the most urgent, preventable health challenges of our time.

The scholarship will be granted to a PNG national whose area of study will contribute to the awareness and standards of public health in the country. A panel comprising of representatives from the Nossal Institute for Global Health and the University of Melbourne will choose the successful candidate, who will receive \$30,000 per year for three and a half years to cover living expenses, international travel and field work.

The PNG High Commissioner to Australia Charles W Lepani also attended the launch of the Canberra office and spoke to the audience on behalf of the Papua New Guinea Government, expressing optimism for the human resources building capabilities of the new scholarship.

Many senior International SOS representatives were present at the launch event, including Group Managing Director Laurent Sabourin, Group Medical Director Dr Myles Neri, Chief Executive Officer Nick Peters and Regional Managing Director Michael Gardner.

We were also pleased to welcome PNG Medical Board member Dr Mathias Sapuri OL, Chairman of International SOS PNG John Peterson OL and Medical Director of International SOS PNG Dr Aaron Yamo.

Building on a strong foundation

International SOS Australasia has developed excellent relationships with the people of Papua New Guinea over the two decades it has been operating across the country. Its regional workforce depends on Papua New Guinean employees trained to the global organisation's exacting medical and professional standards.

It has also run baseline health surveys on behalf of clients to prevent any danger to the local community caused by global energy, mining and infrastructure projects. Many of the findings from International SOS Australasia's health surveys have unveiled regional dilemmas such as poor malaria control and inspired new community health programmes to tackle these issues head on.

But perhaps the strongest example of mutual respect and understanding between International SOS Australasia and Papua New Guinean nationals is the firm's recent partnership with the Kokoda Track Foundation, which you can read all about on page 8.

OPPOSITE PAGE:

Australian Minister for Immigration Scott Morrison and International SOS Regional Managing Director Michael Gardner

ABOVE LEFT:

Sir Gustav Nossal, International SOS Group Medical Director, Medical Services Dr Myles Neri and Australian Minister for Immigration Scott Morrison

ABOVE RIGHT:

Sir Gustav Nossal launching the Nossal Scholarship

Protecting your people is our priority

International SOS is the world's leading medical & travel security risk services company, operating from over 600 sites in 89 countries. We offer clients medical and travel security advice, preventative programmes with in-country expertise and emergency assistance during critical illness, accident or civil unrest. Our service also extends to both Governments and Non-Government Organisations whom we help to achieve their Duty of Care responsibilities.

A global infrastructure
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EXPERTISE: Immediate access to experts with extensive experience in all fields of medicine coupled with a thorough knowledge of the local environment & healthcare system



46 Clinics

CARE: Access to a vast network of accredited clinics practising international standards of medicine - even in developing countries



79,000 accredited providers

RESPECT: A network of accredited healthcare, aviation & security providers, ensuring we provide you with high standards of care in the air and on the ground

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

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