

Mali

International SOS' security and prevention plans in action following an armed rebellion and coup d'état in the West African country



Welcome

Welcome to the latest edition of Hotline magazine. As you will see, the magazine has undergone a major redesign. This new look and feel has been created in response to your feedback, in order to meet your information needs and reflect our drive as an organisation to maintain customer centricity.

Protecting your people is our priority, and through prevention, preparation and risk mitigation, we go the extra mile for our clients.

The articles in this magazine reflect this strategic shift in our work; they bring you news about the company, as well as real-life stories about how we leverage our knowledge and expertise to help our clients. Key features include our thought leadership work through the International SOS Foundation. This was created this year to fund and conduct our award-winning research into Duty of Care. The aim is to improve the welfare of people working abroad through the study, understanding and mitigation of risks. Our Medical Consulting feature

demonstrates how we help organisations plan their operations effectively while minimising the impact on local communities. This work showcases how we protect and improve health for overseas employees and local people, in turn fulfilling organisations' commitments to occupational health and corporate social responsibility (CSR).

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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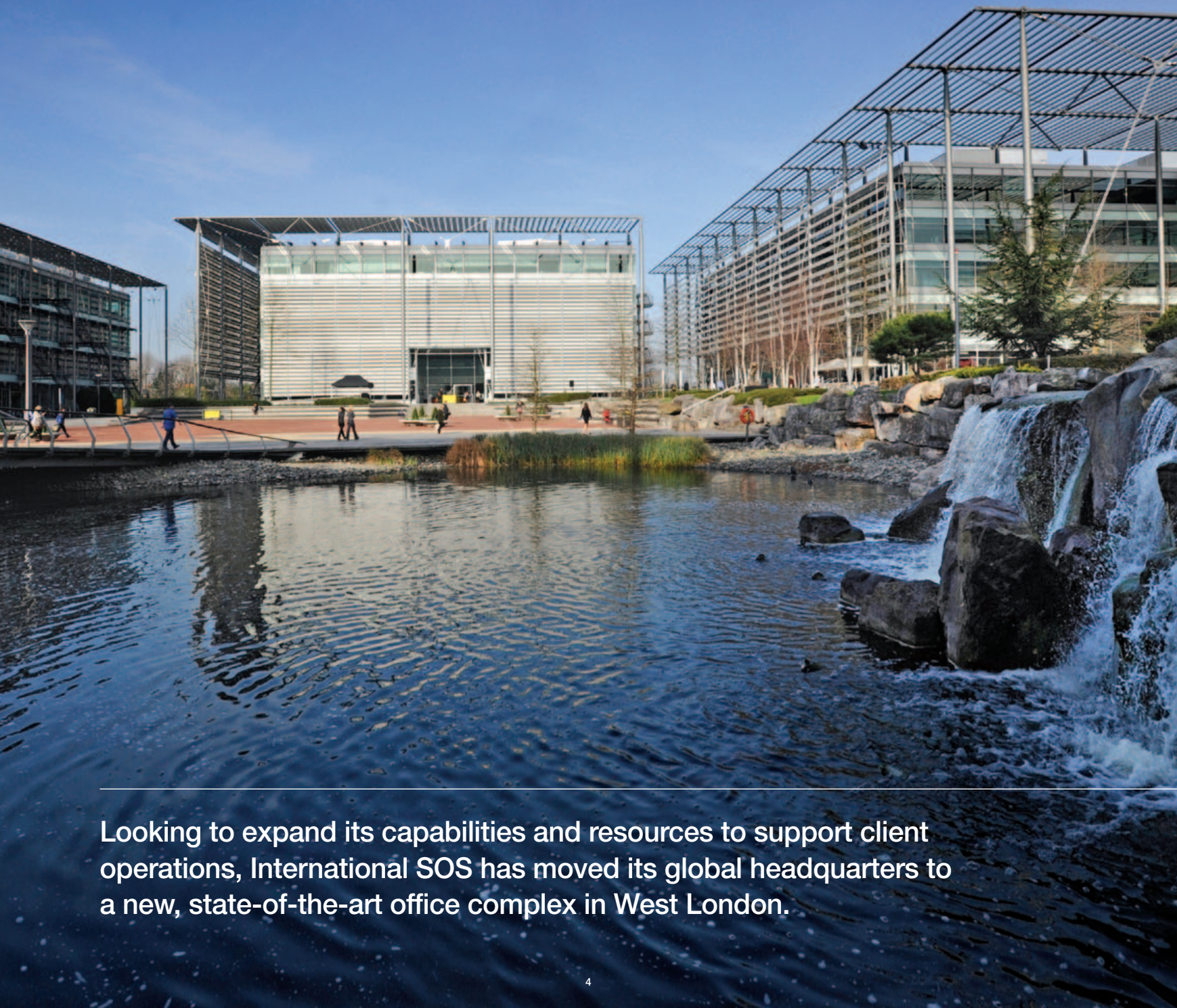
Improving the welfare of people working abroad through the study, understanding and mitigation of potential risks.

Cover:

A father and son look across to Mali, Western Africa.

Group Marketing Manager & Editor:
Rashmi Patel

A new home for International SOS



Looking to expand its capabilities and resources to support client operations, International SOS has moved its global headquarters to a new, state-of-the-art office complex in West London.

In line with the Duty of Care agenda, increasing numbers of International SOS clients are looking to proactively assess, manage and mitigate the risks facing their employees. In order to enhance its capacity to meet these clients' needs, in March 2012 International SOS, dually headquartered in London and Singapore, relocated its global headquarters in London to Chiswick Park.

International SOS is one of several large companies to take up residence at Chiswick Park – a modern, 33-acre business site designed by Lord Richard Rogers. Located close to Heathrow Airport, the site enables the rapid deployment of International SOS medical and security teams. It also offers an array of organisational improvement opportunities, as International SOS' Paul Hogan, General Management Assistance, Northern Europe, explains:

"The new facility was designed with efficiency and responsiveness in mind. Critical decision-making roles are co-located in our control hub supported by a variety of technology solutions. This arrangement is designed to give us real time information, to help us visualise events as they unfold, and most importantly to enhance communications internally and externally."

Additionally, the new building provides an increase in internet and company network connection of 50% and 66% respectively. This means staff can communicate and respond to unfolding events with greater speed and fluidity.

Internal reconfigurations

The relocation has given International SOS the opportunity to improve the physical structure and layout of its operations. Teams have been strategically placed within the open plan to optimise cross-divisional collaboration and enhance internal dynamics and communication. The assistance centre has also been reconfigured. Senior operational decision-making roles are now situated centrally to support the client-centric approach to integrated service provision.

"These new arrangements make a huge difference to our everyday operations", says Hogan. "We're all on the same floor. Our team can look up and see who's around from the medical or security teams, increasing internal awareness and enabling us to triage calls that bit quicker."

Furthermore, with the on-site medical and equipment-storage facilities, the new building helps to articulate in a clear and tangible way the services that International SOS provides.

"Now, when we show clients around", says Hogan, "they can really make the link; they can really see what it is we do. This is great not only for client confidence, but also for internal pride and motivation."

The Chiswick Park site is home to 450 employees from 40 different nationalities. As well as a key operational centre, it is the site for International SOS' global headquarters. It also serves as a key lead centre for crisis management and is playing an active role in the emerging crises across the Middle East and Africa. For example, during the Arab Spring special crisis incident teams were deployed from London to deliver end-to-end management of medical and security evacuations. They helped to evacuate 1,250 people from Egypt in January 2011, and 1,500 from Libya in February 2011.

More recently, the London team has also supported clients in South Sudan where they worked with the Regional Security Centre in Dubai to deploy an Incident Management Team in-country.

Prevention and preparation

Through the new assistance centre, International SOS is urging clients to focus on prevention and preparation as they push to grow their businesses globally. Indeed, this was one of the key messages delivered at the unveiling of the new headquarters in March 2012.

The official opening ceremony was led by London Mayor Boris Johnson and International SOS' Chairman and CEO Arnaud Vaissié. During his keynote speech, the London Mayor described International SOS as having "a world-class reputation for offering an unmatched service to its clients". He also applauded the company's expanded presence in London, saying it "reflected the capital's position as a major hub for international business."

Meanwhile, Arnaud Vaissié spoke about the importance of preventive and preparative measures as businesses address their Duty of Care responsibilities. He concluded that:

"Our new global headquarters and assistance centre mean we can better help our clients to proactively manage the risks faced by their global workforces."



FURTHER INFORMATION

If you are interested in attending International SOS forums in the future, or would like to find out more about our new assistance centre in London, please contact groupmarketing@internationalsos.com

OPPOSITE PAGE:

Across the water, a view of Building 4 in Chiswick Park; International SOS' new global headquarters.

ABOVE, FAR LEFT:

The London Mayor Boris Johnson and International SOS' Chairman and CEO Arnaud Vaissié at the official opening ceremony.

ABOVE, LEFT:

The control hub at International SOS' global headquarters.

Topside Cover

In the Gulf of Thailand, International SOS has developed a unique, integrated medical support service for the offshore oil and gas industry.

The search for new supplies of oil and gas has taken companies into remote and often high-risk environments. Cut off from the mainland and exposed to extreme weather conditions, offshore oil and gas platforms result in major logistical and technical challenges for medical and emergency response teams.

Innovative staffing solutions

In the Gulf of Thailand, International SOS has been working with leading oil and gas field operators and drilling companies to meet these challenges. The result is a programme of skilled staffing solutions supported by 'topside cover', which is the provision of off-site medical support for paramedic rig staff in line with the clients' work health policies.

The project has grown incrementally over the last four years and now encompasses over 25 rigs in the Gulf, with a number of clients, including Seadrill. During this time, International SOS has devised an innovative staffing approach which uses specially trained Thai medical employees.

As Dr Myles Neri, Group Medical Director of Medical Services at International SOS, explains:

"In Thailand we have developed a national model using Thai medics with topside medical support in the 24-hour Bangkok assistance centre, and this has worked really well. International SOS has been able to oversee the recruitment, training and deployment of national medics for offshore services. Once selected, these medics are sent to the International SOS regional training centre in Jakarta where they learn how to manage topside incidents and achieve industry leading medical accreditation."

"After their training", says Dr Neri, "our medics come back to the Gulf and work rotation on the rigs. And they are clearly doing a great job, because our clients are very happy. In fact, I would say this operation in Thailand exemplifies the very best of what we do – that is, looking after worldwide clients in challenging situations to a global, uniform standard of care."

Due to the specialised nature of medical support for the offshore oil and gas industry, other solutions (like using medical staffing agencies from local hospitals) cannot match the required industry-specific standards. As Dr Neri explains:

"We've shown that having specially-trained medics who understand the industry issues is much more effective."

Indeed, with strong lost time injury (LTI) management, International SOS has been able to positively impact clients' safety, illness and injury statistics through appropriately delivered care. As Dr Neri asserts:

"The differentiator is medical expertise combined with the knowledge of client-specific standard operating procedures. This makes International SOS the best alternative to doing topside cover yourself."

A winning team

Much of the success of International SOS' offshore medical support in Thailand is down to the meticulous planning and skill of the project team, and in particular of project manager Khun Wanchai Piriavadee. Wanchai joined International SOS as a rig medic in 2001. Displaying real aptitude and commitment, he was promoted to operations manager for the Thailand and Laos region in 2003. He is now responsible for recruiting local medical staff, organising their training and planning their rotations with clients and rig managers.

Wanchai, together with International SOS' Thai doctors currently support 28 sites and 30 medical staffing positions. It is a fully-integrated, 24-hour medical service offering – one that is tailor-made for the oil and gas industry and delivered by people with expert industry knowledge and experience. According to Dr Neri:

"Wanchai's great asset is his ability to attract and retain high-performing Thai doctors and medics. He also has the ability to respond quickly and produce medical staff who are trained and skilled and ready to go."

Crucially, the Thai management team also understands the commercial aspects of the operation, which has helped to galvanise sales staff and drive business in the region. Marc Beuthe, Senior BDM, Energy Mining and Infrastructure (EMI) at International SOS, Thailand, says:

"It is a real pleasure working with Wanchai and his staff – the EMI Business Development teams and our clients really appreciate the ability to deliver a quality service, sometimes at very short notice."

Major clients often testify to the capabilities and dedication of the support team in the Gulf of Thailand, where International SOS have been asked to provide stand-by medical staff to replace their own in-house medical operatives. And with budgeting now in place to put all staff (up to 60 personnel) through the Jakarta training centre, the service can only get better.

However, the most telling sign of the team's commitment and engagement with the project, was last year's staff party, when 28 of the eligible 30 members of off-rotation staff turned up to celebrate.

"This speaks volumes", says Dr Neri.

"It shows a contented and committed workforce fully engaged with the business and enjoying the chance to develop and practise their professional skills."



"The support provided by Wanchai and the team to Seadrill operations in the Gulf of Thailand has enabled us to remain a clear leader in the region...I can always count on International SOS to go the extra mile to ensure 360 degree service delivery."

BENITO ALEXANDER - HSE MANAGER, SEADRILL



Plunged into crisis by an armed rebellion and coup d'état, the West African country of Mali presented a high-risk environment requiring a coordinated security and prevention plan from International SOS.





MALI CRISIS

On 22 March 2012, a group of officers from the Malian Army launched a coup d'état in the country's capital, Bamako. Unhappy with the government's response to an armed Tuareg rebellion in the north, the coup leaders ousted the elected president, suspended parliament, and took control of Mali's TV and radio networks.



In the power vacuum created by the coup, the rebel coalition made rapid gains in the North. Meanwhile in Bamako, skirmishes between junta forces (when the government are led by a committee of military leaders) and loyalist soldiers left two people dead and 28 injured. There were curfews, arrests and violent protests – scenes not witnessed for over 20 years in a country historically

known for its political stability. Business and travel became impacted as the junta closed Malian airspace and land borders which further increased the security risks. Within a few days the risk ratings for northern Mali were upgraded from 'high' to 'extreme', and elsewhere from 'medium' to 'high', amid warnings that opportunities for evacuation could become limited.



LEFT:

Before they could enter the Bamako Airport, travellers needed a printed boarding pass. Incident Management Team leader Jean-Baptiste Flour helped our members navigate this process and provided a much needed reassurance during the turmoil.

Crisis meeting

On 23 March, International SOS with its strategic alliance partner, Control Risks, convened a Crisis Management Team (CMT) meeting at the International SOS assistance centre in Paris, with coordinated support from Africa specialists in Benelux, Germany, Switzerland and UK.

Within hours, the assistance centres began receiving requests for information from clients, as well as requests for the possible evacuation of non-essential staff. However, the CMT faced its first few days with Malian airspace closed and contact with international colleagues restricted. Therefore, the team's first priority was to reassure clients that anticipatory measures were in place, and that actions would follow shortly after the Incident Management Team (IMT) was deployed.

"Our first move was to ensure a clear supply of good information to our clients on the ground", says Erin Giordano, Director of Client Outreach and Innovation at International SOS.

"When a crisis like this occurs, it's critical that you can demystify the situation for clients, separate fact from fiction, and provide them with useful, practical advice so they can make internal decisions quickly yet efficiently."

Advice included avoiding government and military facilities, refraining from overland travel, preparing supplies of food, water, candles and batteries, and - most crucially - print-outs of tickets and receipts for all flights out of Bamako.

"This kind of information isn't trivial," says Giordano. *"People need clear steps to keep them safe, calm and minimise risk. And in terms of getting through airport bureaucracy, no printed ticket means no flight – so you can imagine how vital this level of detail is for people wanting to get home."*

On-the-ground support

The IMT reached Bamako via Senegal, where it had been deployed to enable swift access to Mali once airspace reopened. The team was led by Jean-Baptiste Flour, Coordinating Security Manager in the Paris regional security centre, with support from Frederic Bedouet – both French speakers with strong security credentials and local knowledge.

Once on the ground, the IMT began connecting with clients and International SOS providers to make necessary evacuation arrangements. During its seven days in the capital, the team helped to coordinate commercial airline flights with the CMT in Paris. Team members met with clients to discuss evacuation plans, organised secure transportation to the airport, and carried out meet-and-greet services for clients booked onto outbound flights.

"At times like these, people need face-to-face contact and reassurance, which is exactly what the IMT provided," says Beatrice Ogee, General Manager at International SOS, France.

International SOS secured commercial flights for 27 people, and guided another 45 with information. The last evacuation out of Bamako took place on 3 April, although the CMT was up and running for another week to ensure that all personnel who remained in Mali received continuous updates. On average, each of these evacuations had the potential to generate 50 phone calls as International SOS often communicates with the evacuee as well as a company contact and family members.

"The length of the crisis was certainly a challenge," says Ogee. *"The CMT meetings ran for just over two weeks. During this time we had daily conference calls with the US, London and Asia, and of course with our people in Mali. We had to demobilise and remobilise staff to ensure we could provide round-the-clock support, and we had to keep our IMT on the ground for a number of days. This was no small undertaking."*

Unique response capabilities

While the Malian crisis didn't call for a mass evacuation, it still presented a serious security situation for the many business travellers, expatriates and university students in the country. Ogee reflects:

"Our mission in Mali was extremely successful. We safely evacuated and assisted 70 people, handled hundreds of calls for assistance, and received many messages of thanks. Of course, there were challenges, but with the strength of our teamwork and collaboration with partners, we met and exceeded client expectations."

Xavier Cam, Regional Security Director for Continental Europe and Maghreb Africa (CEMA) at International SOS, confirms that the Mali operation showcased International SOS' unique capabilities.

"Since the multiple crises that erupted last year", he says, *"the decision to significantly increase the number of our regional travel security experts has enabled us to manage security incidents in ways that others cannot match. What's more, these situations demonstrate that when companies invest in the preparedness of their staff in high-risk environments, the benefits far exceed the cost of these measures."*

Those clients evacuated from Mali during the height of the crisis would no doubt agree with this assessment.

MALI CRISIS

“As soon as we were aware of the coup, we immediately reached out to International SOS for the latest information and started the evacuation process. International SOS checked on the commercial airport openings and looked at ‘what-if’ scenarios. We also had issues with commercial stores being closed in Bamako and some of our employees needing medication. International SOS was instrumental in determining locations where we could get medication during the shutdown period.”

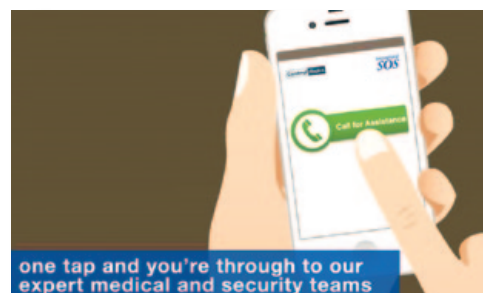
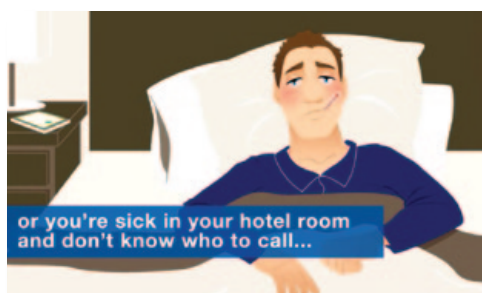
DENNIS CLARK - VICE PRESIDENT & CHIEF SECURITY OFFICER, AECOM

“I express my heartfelt thanks to you and your colleagues who are working for the expatriate communities faced with such difficulties. With the tremendous support of International SOS, the evacuation of JICA people has proceeded smoothly. JICA has great confidence in our collaboration with you.”

TETSUYA MIWA - OFFICE FOR SECURITY MANAGEMENT, JICA

The International SOS Membership App harnesses the power of mobile communication to keep travellers and expatriates safe.

The Membership



ABOVE:
The animated introduction to International SOS' Membership App.

App

a mobile game-changer for travellers and expatriates

From antiquity

The concept of the travel guide was conceived in antiquity, when Herodotus and the ancient Greek travellers began documenting their encounters in foreign lands. Later, Christians took great care to describe their routes of pilgrimage, so that fellow pilgrims could avoid danger and persecution on the way to Jerusalem or Santiago.

To contemporary

Today, up-to-date travel information and guidance are as critical as ever, which is why International SOS has developed the Membership App. This unique smartphone application is designed to inform travellers and expatriates about potential health and security risks, before they travel and whilst they are on the move. It also provides one touch access to International SOS assistance centres.

Integrated into the International SOS global assistance network, the Membership App is an essential tool for travellers and expatriates. As Kate Holden, Group General Manager, Information and Tracking Services, at International SOS, explains:

"The Membership App opens up a world of traveller reassurance giving instant access to our country guides and the latest location-specific alerts; it is far more than just an easy way to get in touch with our assistance centres."

Before the Membership App, business travellers and expatriates only relied on carrying International SOS assistance centre details on a wallet-sized membership card.

"For many years this was our clients' only reference for contacting our assistance centres whilst travelling.", says Holden, "Then, in 2010, statistics showed that 80% of our travelling members carried smartphones. The case for developing a smartphone application became compelling."

Getting the design right

Since its launch in 2011, there have been over 86,000 downloads of the Membership App.

"It has been hugely popular with travellers", says Holden, "because it was designed in conjunction with our clients. During the early stages of development, we ran focus groups in London, New York, Stockholm and Silicon Valley to capture our clients' and travellers' needs. We listened, prioritised and built these requirements into the Membership App. This means the end-product is really tailored to the most critical user and customer needs."



Within two hours I was being seen in the Takoradi clinic in Ghana's Western Region. The doctor gave me antibiotics and called me later to check on how I was doing. Although it felt like a lifetime, my case was dealt with swiftly and brilliantly – thanks to my Membership App.

LISA KELLY - HEALTH AND SAFETY COORDINATOR, UNATRAC LIMITED

As the Membership App is business traveller focussed, one of the requirements is to deliver the travel critical information and access to assistance on a variety of BlackBerry® phones, as well as the widely targeted Android® and iPhone® platforms. Holden explains:

"To have our Membership App running on three completely different platforms, multiple platform variants, a variety of screen sizes and all with a common look and feel, is a major achievement. This has made our App really indispensable to leading commercial organisations."

Easy access to assistance

Even before they leave home, travellers can use the Membership App to receive advice specific to their location. These warn them of local developments that may impact their health or security, such as required vaccinations, civil unrest, fires or floods. Using the Membership App's Medical and Travel Security links, members can access country guides, alerts and information from anywhere with a mobile connection.

But if the unexpected happens, travelling members don't have to rely on their membership cards or search for contact details on a website. All they have to do is press the green 'call assistance' button and the Membership App will automatically call the nearest assistance centre. Whether users have

toothache, chest pains or are caught up in street protests, they can use the Membership App to connect immediately to expert medical or security advice.

Whatever the situation, the International SOS assistance team will 'triage' the call and pass it on to the relevant expert who can provide swift, targeted and up-to-date guidance. This goes way beyond rudimentary *panic buttons* offered by some providers, which frequently just ring the user's company or an insurance agent. As Kate Holden observes:

"Our Membership App provides access to a seamless end-to-end solution; before, during and after travel. Members will always get through and they won't ever get an automated response."

On a recent business trip to Ghana, Lisa Kelly, Health and Safety Coordinator at Unatrac Limited (an equipment dealer for the mining, energy and construction industries), became sick. Using the International SOS Membership App on her BlackBerry®, she called the assistance centre in Paris:

"Within two hours I was being seen in the Takoradi clinic in Ghana's Western Region. The doctor gave me antibiotics and called me later to check on how I was doing. Although it felt like a lifetime, my case was dealt with swiftly and brilliantly – thanks to my Membership App."

Business benefits

For company Security or HR Directors this kind of service provides crucial reassurance. It means they can coordinate overseas travel knowing their staff can leverage mobile technology to keep themselves safe and well. And this, in turn, enables companies to meet their corporate social responsibility (CSR) commitments, as well as comply with business continuity, crisis management and employee-travel policies.

As Holden concludes:

"The development of the Membership App is part of International SOS's end-to-end, integrated travel risk management service. It provides access to the best travel preparatory information available anywhere. By continuing to promote the App we are helping potentially millions of travellers avoid incidents, as well as providing fast access to real assistance should the unexpected happen."

In today's globalised world, companies using the International SOS Membership App can more than fulfil their Duty of Care obligations to travellers. By doing so they can be seen to be taking every reasonable precaution in keeping their people safe, whilst enhancing their reputations as responsible and progressive organisations.



Quick Membership App Facts

The International SOS Membership App is:

- Supported on BlackBerry®, iPhone® and Android® platforms

And has been:

- Activated for 5,353 client companies
- Downloaded by over 86,000 travellers and expatriates

'Spot the Risk' for Safer Travel

'Spot the Risk' is a campaign created by International SOS to raise awareness of avoidable common travel risks and encourages members to download the Membership App.

The campaign supports employers with a focus on risk prevention to avoid unnecessary costs to their business and contributes to their Duty of Care responsibilities.

The key component of the campaign is a light-hearted, online game modelled on e-learning that can be played here:

www.spottherisk.com.



International SOS opens a new clinic in

GHANA

Customers operating in emerging markets often struggle to find adequate healthcare for their workforce. To support its clients in Ghana, West Africa, International SOS has established a new health clinic in the capital city of Accra.



LEFT:
The new clinic in Accra.

INTERNATIONAL SOS CLINIC IN ACCRA , GHANA

Key services and features:

- General practice consulting
- Expatriate doctors
- 24/7 ambulance and emergency stabilisation
- Minor surgery
- Healthcare checks and occupational health services
- Malaria control programs
- Vaccination
- Medical evacuation via International SOS West Africa Air Ambulance
- Consultation for diagnosis and treatment
- First aid training

Recently modernised and politically stable, Accra is a relatively safe destination for tourists and business travellers. However, public and private health in the city still leaves much to be desired. For expatriates requiring treatment or consultation, high standards of healthcare and English-speaking doctors are in critically short supply.

In order to meet this challenge and expand its Ghana assistance network, in March 2012 International SOS opened a health clinic in Accra's city centre. Intended to complement the International SOS Takoradi clinic in Ghana's Western Region, the Accra clinic is overseen by a team of expatriate medical professionals alongside local staff. It has a consultation room for general practice, occupational health and primary care. The reception area and treatment facilities are shared with International SOS' medical partner, HealthLink.

International SOS' staff in Ghana are internationally-trained and committed to providing world-class medical care to International SOS customers. They offer minor surgical procedures, vaccination management and have access to a network of healthcare services and expertise. They can also arrange for ground ambulances or medical evacuation by air in the event of an emergency.

Most importantly, the clinic's services extend to family members. This reassures employees that their spouses and children will be eligible for care should they need it, laying the foundations for safe and successful international assignments. It also enables International SOS customers to fulfil their Duty of Care and commitment to overseas personnel.

To find out more about the Accra clinic, the people who run it and the patients it cares for, Hotline Magazine spoke with three individuals with differing roles, experiences and perspectives.



LEFT:
Doctor Ferdi Frantz examines a paediatric patient.

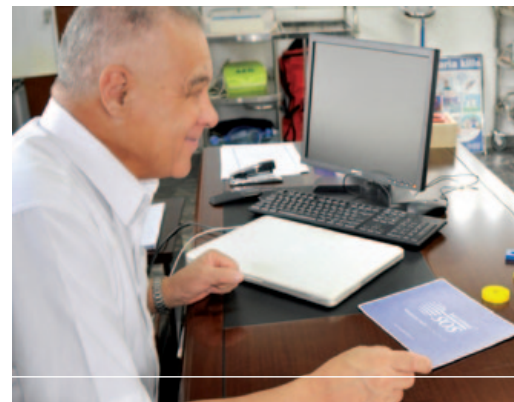


International SOS opens a new clinic in Ghana

“From the first phone call from the International SOS office in France through to my final meeting with Dr Frederic, I was treated impeccably by International SOS. They made me comfortable, treated my condition, and provided continuous support until I was well enough to fly home.”

STEFAN LUDICK - GE HEALTHCARE

LEFT:
Doctor Ferdi Frantz at the new clinic in Accra.



The International SOS Ghana team member

International SOS has a dedicated team that oversees the running of the Accra clinic:

"Our primary reason for investing in this facility was to enable customers based in Accra and Takoradi to access the same level of international medical care. We provide services for corporate energy, mining and services companies with regional or head offices in Ghana, and achieving parity of care in these two cities is critical.

What sets the clinic apart is the fantastic network of medical expertise within International SOS. From the medical directors in our local offices to the specialists in our assistance centres, there's a vital flow of medical knowledge running through the organisation. It is a major competitive advantage for us. Our doctors are also on call 24/7 thanks to our unique six-week rotation system.

At the clinic itself we provide dedicated, one-on-one personal care. Falling ill in a developing country can be a frightening experience, so our staff stay with patients throughout their treatment journey. And the doctors all speak English, which can be hugely reassuring."

FURTHER INFORMATION

If you would like to find out more about our new clinic in Accra or any of our other clinics, please visit www.internationalsos.com.

The Patient

Stefan Ludick works for GE Healthcare. On a business trip to Ghana in 2012, he awoke one morning with pins and needles all over his body and pains across his chest:

"I called my company manager to let him know what was happening and within an hour I received a call from the International SOS office in France. They asked me lots of questions and 15 minutes later they rang back to say they'd booked me an appointment at the nearest private hospital. They had organised a consultation and blood tests there that confirmed I was suffering from a food allergy. I was given medication and sent back to my hotel.

By the afternoon, however, I was still feeling bad. So International SOS – who had been checking on my progress every half hour – arranged for me to be seen at the new clinic in Accra.

As soon I as arrived at the clinic, I knew I was in good hands. Ushered into the consulting room, I was struck by how calm, clean and professional it all was. There was an ECG machine, patient bed, blood pressure monitors and a range of state-of-the-art equipment. And there was Dr Frederic, greeting me in Afrikaans, which immediately put me at ease. I felt at home. I felt safe.

There I was, in the heart of Accra, in the most modern and sophisticated medical environment – it rivalled anything I'd experienced in South Africa. From the first phone call from the International SOS office in France through to my final meeting with Dr Frederic, I was treated impeccably by International SOS. They made me comfortable, treated my condition, and provided continuous support until I was well enough to fly home."

The Doctor

Dr Ferdi Frantz is a Family Physician. He has been based at the Accra clinic since March 2012:

"I have always been fascinated by the scope of medical practice in Africa. So, when a position came up in Accra, I grabbed it.

The surgery is centrally-located and easily accessible. It's a great place to work and we receive all the back-up and equipment we need to deliver internationally-accepted standards of patient care. The HealthLink clinic to which we are attached also expands our service offering – particularly in terms of laboratory access and ambulance transfers. What's more, we're just half a kilometre down the road from our management offices, which makes planning and interaction with colleagues very easy.

As a medical practitioner working for International SOS, I feel supported at all times, both locally by my medical director and by the assistance centre in Paris. At the clinic, we all work together to provide the best possible medical experience for every patient who comes through the door. The rapport between the staff is fantastic and management are open to suggestions about how we might improve services to deliver an effective family practice and a responsive emergency unit. I am very happy working here and very proud of the consistent, high-quality care we provide."

Promoting better health 'outside the fence'



"Only with this knowledge can we plan our work in such a way as to minimise the impact of our operations and improve community health in the surrounding area."

MICHAEL MARTIN - CORPORATE HSE MANAGER, INTEROIL

Australasia has experienced a recent boom in the exploration and production of liquefied natural gas (LNG). Some companies, such as ExxonMobil and BG Group, are well into the construction phase of their projects in the region. But others, like InterOil Corporation, have been conducting feasibility studies into the impacts of their proposed operations.

In Papua New Guinea, InterOil's assets consist of petroleum licenses covering about 3.9 million acres, an oil refinery and retail and commercial distribution facilities. InterOil is also a shareholder in a joint venture to construct an LNG plant on a site in Port Moresby. Looking to expand its operations in the Gulf Province, it is engaging in the construction of a Condensate Stripping Plant near the gas fields along the Purari River.

The Purari River concession area is home to approximately 2,500 semi-nomadic people. They live in villages ranging in size from 20 to 1,000 inhabitants. In order to better understand the potential impact of its work on these local communities, InterOil engaged International SOS to carry out a Health Impact Assessment (HIA) and Baseline Health Survey (BLHS).

In March 2011, an International SOS Public Health Consulting Team visited the villages in the area. The aim was to help InterOil assess the potential for increases in infectious disease transmission, chronic disease burden, exposure to hazardous substances and motor vehicle collisions. The local community's vulnerability to sudden change, and its potential for dispersal if the project was not properly managed, also required close consideration. Psychosocial issues relating to the loss of traditional practices and cultural norms were a high priority as well.

Following their field research and observations, the team produced a comprehensive HIA report and Community Action Plan. According to Peter Curtis, Consulting Operations Manager at International SOS:

"This plan provided InterOil with a robust framework detailing how they could manage these risks. It also showed how they could positively impact community health through the development of health services, water and sanitation infrastructure, employment and education opportunities."



In Papua New Guinea, International SOS is helping InterOil assess the potential impact of its operations and strengthen relationships with local communities.





Promoting better health 'outside the fence'

"Mosquitoes can't distinguish between inside and outside the fence."

DR MARKUS HAISJACKL - MEDICAL DIRECTOR, INTERNATIONAL SOS, PNG



Baseline survey

Eight months later, after receiving the approval of Papua New Guinea's Ministry of Health, International SOS returned to the Gulf Province to conduct the Baseline Health Survey. Over a 28-day period, a field team comprising two international support staff and 14 professional nationals conducted 360 household questionnaires. Working in conjunction with local health authorities, the team also collected over 1,000 biological samples to determine the community's current health status. The survey covered a total of eight villages, some of which were only accessible by a six-hour roundtrip by boat.

"The working environment and everyday conditions were quite challenging", says Dr Sylvester Kotapu, BLHS field team leader for International SOS. "Some of the villages were very remote and hard to access. We also had to set up a mobile laboratory to enable on-site sample analysis. But this is all part of our unique approach to this kind of project – doctors and nurses working with lab technicians in the field to assess the health of a local community. All in all it was a very rewarding process."

The survey captured a range of valuable data, including information relating to demographics, maternal and child health, access to safe drinking water, human waste disposal and housing and the prevalence of HIV, malaria, TB and anaemia. Overall, despite the lack of hospital facilities, it revealed healthy local populations and practices. International SOS analysed the baseline data and incorporated this into a final report.

FURTHER INFORMATION

If you would like to find out how our Public Health Consulting team can help you and your organisation with community health, please contact francesca.viliani@internationalsos.com

"It is critically important that we understand the local disease burden and awareness of health issues", says Michael Martin, Corporate HSE Manager at InterOil. "Only with this knowledge can we plan our work in such a way as to minimise the impact of our operations and improve community health in the surrounding area."

Armed with this information, InterOil can now work with health authorities in the Gulf Province to track health progress and levels of nutrition within the villages. It can develop its LNG project in a holistic way and manage any associated risks that may arise, thereby fulfilling the company's commitments to occupational health and corporate social responsibility (CSR).

Outside the fence

The work conducted by International SOS in Papua New Guinea reflects a growing trend among global corporations to look 'outside the fence' when working overseas. There is an increasing awareness that it is no longer sufficient or acceptable just to look after one's own workforce. And companies such as InterOil are making strides towards incorporating local communities into their development plans.

"Mosquitoes can't distinguish between inside and outside the fence", says Dr Markus Haisjackl, Medical Director at International SOS, PNG. "Therefore, companies working in areas like this need to look beyond their own health issues and take into account wider social and environmental concerns. With International SOS' expertise in public health, we are very well positioned to deliver these kinds of projects and advise clients on sustainable development."

The approach embraced by InterOil and supported by International SOS, has also enabled the company to work in close collaboration with the local communities in the Purari River area. As Martin observes:

"Local knowledge and community sensitisation is vital to building strong relationships on the ground. This whole process, developed in conjunction with local health authorities and community representatives, means we have been able to elicit sensitive information from the local people and really gain their trust."

And this can only make for a more productive, harmonious and sustainable partnership in the future.

A firm foundation for leadership

ABOVE:
The International SOS Foundation forum in Singapore.

The International SOS Foundation aims to improve the welfare of people working abroad through the study, understanding and mitigation of potential risks.

Established in 2011, the International SOS Foundation was created to fund and conduct research into Duty of Care. Its aim is to promote awareness among governments, companies and institutions of their obligations to overseas employees. This covers staff working abroad, expatriates and their families, travellers and national staff on assignment in remote or high-risk locations. While its scope and remit are global, the Foundation also focuses on key regions where the Duty of Care agenda is less developed. Following its 2012 global forum in Singapore, the Foundation is now leading the way in Duty of Care in Asia.

According to Laurent Fourier, Regional Managing Director for Continental Europe and Maghreb Africa (CEMA) at International SOS, the Foundation came into being to address a "vacuum" in international law:

"While there is clarity around companies' health, security and safety obligations to domestic employees,

the law regarding international assignees is more uncertain. For this reason, four years ago International SOS began working on Duty of Care to help our clients understand and fulfil their responsibilities."

International SOS decided to set up the Foundation as an independent, not-for-profit entity to oversee all Duty of Care research and investigation and to provide objective data.

"Our goal", says Fourier, "is to provide research that is open and accessible to everyone – the public, our clients, governmental organisations and other stakeholders. Whatever we publish is made available via our website for all to see. We also provide leaflets, articles, books and seminars to disseminate our findings as widely as possible."

Duty of Care in Asia

At the Foundation's inaugural conference in Cancun, Mexico, held in concert with the International Commission on Occupational Health (ICOH), there was consensus that Duty of Care for overseas employees is a crucial occupational health concern. It was also agreed that Asia is a key area for action.

EMMA AWARD

In recognition of research completed thus far, in September 2012 International SOS won a prestigious Expatriate Management and Mobility Award (EMMA) for Thought Leadership. The award was presented at a ceremony in Las Vegas hosted by the Forum for Expatriate Management Americas. International SOS won "Best Research Study of the Year" for its 2011 Duty of Care and Travel Risk Management Global Benchmarking Survey.

"This is true recognition in the global marketplace that International SOS is an established thought leader when it comes to Duty of Care," said Erin Giordano, International SOS' Director of Client Outreach & Innovation, Americas Region, who accepted the award with the study's author Lisbeth Claus, PhD, Professor of Global HR, Willamette University. "Benchmarking what global organisations are doing today about Duty of Care enables others to keep their employees healthy, safe and secure as they live or travel abroad."



This is in line with an International SOS survey which highlighted the need for Duty of Care education and reform in many Asian countries.

To address these issues, in September 2012 the International SOS Foundation held its second major forum in Singapore. Delivered in conjunction with the Workplace Safety and Health Council, the forum brought together leading international figures to explore the way forward for Asia.

During the conference, delegates discussed how the occupational health and safety community can develop international guidance on Duty of Care. Prior to the event, Dr Jukka Takala, Executive Director of Workplace Safety and Health Institute, Singapore, explained how *"with increasing globalisation, more and more individuals are working further afield and exposed to risks."* This trend, he said, means *"it is crucial that we provide international guidance to help companies encourage prevention and improve people's wellbeing."*

Delegates also considered how best to demonstrate return on investment/prevention in order to make a strong business case to governments and organisations. Speaking on this subject, Marc De Greef, Executive Director of Prevent in Belgium, explained:

"Companies can no longer afford to run the moral and financial risk of neglecting their Duty of Care". He also pointed out that Duty of Care is "not just the right thing to do", but also results in "lower turnover of headcount and improved productivity."

FURTHER INFORMATION

To find out more about prevention and care for your employees overseas, please visit www.internationalsosfoundation.org and download our Duty of Care practical checklist.



Protecting your people is our priority

International SOS is the world's leading medical & travel security risk services company operating from over 700 sites in 76 countries. To our clients we offer medical and travel security advice, preventative programs with in-country expertise and emergency assistance during critical illness, accident or civil unrest on a global scale. Our service also extends to both Governments and Non-Government Organisations whom we help to achieve their Duty of Care responsibilities.

A global infrastructure
you can depend on:



27 Assistance Centres

PASSION: With local expertise available globally, you can speak to us in any language anytime 24/7/365



1,100 physicians

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



33 Clinics

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



73,000 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 services company today.

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