Welcome to the International SOS Foundation 2022 Board Report

The International SOS Foundation ("ISF"), legally called “Stichting International SOS”, was established on 25 October 2011 in accordance with the Dutch Civil Code. The registered office is in Amsterdam, John M. Keynesplein 3. The International SOS Foundation has the goal of educating organisations on health and security issues impacting their global workforce. Our altruistic goal of protecting and saving lives is carried out through conducting research and thought leadership initiatives on Duty of Care, sustainability and resilience to raise organisational standards in Duty of Care. As a strategic pillar of the Foundation’s goals, this year’s international and regional thought leadership initiatives have covered a variety of topics including the role of the Chief Health Officer, COVID-19 and the respective Duty of Care legislation, and the mental health impact on remote workers. Our global network of partners play a pivotal role in the execution of these initiatives.

THE FOUNDATION HAS SIX MAIN ACTIVITIES:

1. The study of potential health, safety and security risks linked to international and remote assignments.

2. Providing information to governments, employers, workers and contractors concerning the risks as aforementioned in 1.

3. Encouraging employers to develop and strengthen corporate social responsibility in areas in proximity to their worksites.

4. Encouraging the development of an international instrument (such as a code of practice) to address the prevention and mitigation of risks as aforementioned in 1, as well as guidance on what should be done should an accident, illness or security situation occur.

5. Disseminating information about the risks as mentioned in 1. through communication tools such as leaflets, web-based publications, scientific articles, books, films, meetings and seminars.

6. Other activities in furtherance of the goals as determined by the board.


“"The Foundation is a registered public charity and a non-for-profit organisation. It generated income through events, training courses and subscriptions, which is reinvested into research and communications initiatives."
INTERNATIONAL SOS FOUNDATION
10 YEAR ANNIVERSARY

CHAPTER 1
INTERNATIONAL SOS FOUNDATION
10 YEAR ANNIVERSARY
10 YEAR ANNIVERSARY

2021 marked a decade of the International SOS Foundation leading as Duty of Care ambassadors. Through a range of groundbreaking thought-leadership, CPD and IOSH accredited training and expert led events, the Foundation helps to share vital insight, understanding, and practical risk mitigation measures. All employees need to be protected, at home or away, and the COVID-19 pandemic has created an evolving and complex Duty of Care landscape for organisations to navigate.

10-YEAR ANNIVERSARY BOOK

For this momentous achievement we produced a digital book highlighting the milestones over the past 10 years and featuring each person who played a major role in developing, supporting and engaging with the Foundation over the past decade.

To download a PDF copy, click here.

10-YEAR ANNIVERSARY VIDEO

Featuring the key stakeholders and leaders that have shaped the Foundation in its success, we take a look back at our Duty of Care journey, through our events, thought-leadership and training agenda.

Click here to see the video.
CHAPTER 2

DUTY OF CARE SUMMIT & AWARDS
2021 Duty of Care Awards & Summit

The 2021 Duty of Care Awards & Summit took place virtually on 21 & 22 September and people from diverse organisations attended the event online.

**Target audience:** Health Risk, Security Risk, Medical, Occupational Health, Compliance Professionals, Mobility and Travel Risk

To protect the health, and safety of our delegates, while holding true to the integrity of the programme, the International SOS Foundation made the decision to host the event virtually.

The Duty of Care Awards programme received 116 entries from 29 countries, across 24 different sectors. Attendees represented a mix of clients, prospects, partners and press and respectively. The awards entries were submitted into seven categories:

- Communications
- Innovation
- Sustainability
- Remote Resilience
- COVID-19 Agility & Response
- COVID-19 Ambassador
- Inclusion & Diversity

For each submission, clients submitted a 1,000-word description of their Duty of Care programme.

11 independent judges, who are experts in risk management, security, Occupational Health and global mobility, selected the winners.
OUR 2021 DUTY OF CARE AWARDS WINNERS & CASE STUDIES

Communications Category Winner

TechnipFMC launched the “FocusOnYou” campaign to improve mental and physical health of its employees. Designed to encourage and involve employees, the campaign was endorsed by executive leaders and management, delivering very successful results.

Learn more by downloading the case study, here.

Inclusion & Diversity Category Winner

Genpact have taken real action on diversity, equity and inclusion (DEI) by developing its four-pillar programme. They aim to build a supportive ecosystem to address their employees' needs and to fully engage them in the decision-making process.

Learn more by downloading the case study, here.

Sustainability Category Winner

Sioen Industries has prioritised their sustainability initiatives by using digitalisation and communications to create a positive working environment. Guided by the UN Sustainable Development Goals, they aim to take their sustainability approach to the next level across their production plants, with employee empowerment at the core.

Learn more by downloading the case study, here.

Remote Resilience Category Winner

Used to managing disease outbreaks in remote locations, Sierra Rutile has once again proven that during COVID-19 they could still ensure a safe environment for their workers. Located in the Bonthe and Moyamba districts, the mining company was prepared to manage the pandemic thanks to the right equipment and sufficient staff.

Learn more by downloading the case study, here.
COVID-19 AGILITY & RESPONSE CATEGORY WINNER

Fortune Brands Home & Security, Inc. was able to adapt and provide effective solutions to the COVID-19 crisis in order to protect its workforce. Through a multi-layered approach they ensured a healthy and safe environment for their 25,000+ associates.

Learn more by downloading the case study, here.

INNOVATION CATEGORY WINNER

Thanks to technology and collaboration, the Bank of Papua New Guinea made financial services accessible to all including those who do not have access to internet or mains power. This is a huge step forward for the country as it promotes monetary stability and a sound and efficient financial structure for its will make citizens.

Learn more by downloading the case study, here.

COVID-19 AMBASSADOR CATEGORY WINNER

Over the last two years, Emma Lindsay, HSEQ Manager Europe at ChampionX, has highly contributed to the Duty of Care within the organisation. When the pandemic broke out, Emma worked actively to find solutions to protect ChampionX workers and to support them during this difficult period. By providing actions plans, training or guidance, she played a big role in effectively managing COVID-19.
For the fifth year, we hosted the Duty of Care Summit, taking place virtually alongside the Awards. The two-day conference featured global experts in Duty of Care to discuss trends, challenges and best practices in mitigating the health, safety, security and wellbeing of workforces. For the first time, the event was certified by CPD, allowing participants to receive a certification towards their professional development.

We selected our charitable partner, Gavi. Gavi, the Vaccine Alliance is a public-private partnership that helps vaccinate half the world’s children against some of the world’s deadliest diseases, including the procurement and delivery at scale for COVAX. €20.00 EUR from each ticket purchased for the event will be donated.

THANK YOU TO OUR SPONSORS
The Summit and Awards are proud to have the supporting sponsorship of the following organisations in order to make this event possible:

GOLD SPONSOR: CHUBB®

SILVER SPONSORS: CWT, Marsh, Marsh McLennan

BRONZE SPONSOR: MINTRA®

THE 2023 DUTY OF CARE & SUMMIT WILL TAKE PLACE VIRTUALLY AND IN-PERSON IN MAY 2023 IN AUSTIN, USA
2023 DUTY OF CARE AWARDS & SUMMIT

The 2023 Duty of Care Awards & Summit will take place virtually and in-person in May 2023 in Austin, USA.

Due to the impact of COVID-19, civil unrest, as well as environmental and economic pressures on global organisations, this year’s theme encompasses the focus on resilience and change in light of robust and challenging circumstances - Leading Change for a Re-Imagined Future.

2023 DUTY OF CARE CATEGORIES

Communications: This award recognises an effective communications campaign or programme aimed at mitigating health or security risks impacting a global workforce. Examples include, internal and external communication plans built to proactively inform on topics, threats or news to provide clarity or two-way communication tools used to interact with employees both domestically and while abroad.

COVID-19 Agility & Response: This category recognises an organisation that demonstrated outstanding response to COVID-19 in protecting the health and wellbeing of their workforce. From information or advice to mental health support and evacuations, this organisation has been on the front foot of ensuring their people remain safe and their organisation remains resilient.

Duty of Care Ambassador: This category recognises an individual who has made significant impact in protecting their workforce. From spearheading internal programmes or leading the development of new policies or procedures, this individual has led the way in their organisation, taking a prominent role in the protecting their workforce.

Environmental, Social and Corporate Governance (ESG): This category recognises the role of Duty of Care and Risk Management in an organisation’s Environmental, Social and Corporate Governance programme. Initiatives supporting but not limited to the environment, people, workplace or community, should demonstrate a connection to one of the 17 Sustainable Development Goals set by the United Nations or reflect measurable results in ensuring business continuity.

Inclusion & Diversity: This category recognises effective programmes that promote inclusion, diversity and equal opportunity within the workplace. Through communication programmes, internal policies or events, this organisation has led the way in creating a working environment that is inclusive and supportive of their workforce.

Innovation: This category recognises new or novel approaches to identifying, managing and mitigating risk, including utilising advancements in technology. Whether to make healthcare more accessible or to proactively communicate or track your workforce, technology and innovation should be at the core of your campaign.
1. Duty Of Care Training:

The International SOS Foundation has designed the World’s only certified Duty of Care Training programme entitled, Safety, Health and Security for the Mobile Worker. The training courses provide occupational safety and health practitioners with the knowledge and skills necessary to actively participate in the management of safe, healthy and secure travel for their mobile workforce. This course is accredited by the Institution of Occupational Safety and Health.

The course is targeted at occupational safety and health practitioners, travel managers, occupational doctors, and travel risk managers. Upon successful completion of a course, participants will be awarded a prestigious certificate from the Institution of Occupational Safety and Health.

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<th>DATE</th>
<th>LOCATION</th>
<th>TYPE OF PROGRAMME</th>
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<tr>
<td>6-10 December 2021</td>
<td>Virtual</td>
<td>Five-day virtual course</td>
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<tr>
<td>24-28 October 2022</td>
<td>Virtual</td>
<td>Five-day virtual course</td>
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2. Sustainability Training:

The Foundation has taken a long-term view to its work, one with sustainability in mind. Next to its now well recognised Duty of Care agenda, it is now pushing forward the debate around sustainable business. It wants to share and advocate best practices, which contribute to our sustainability in the global marketplace. It helps organisations to think about the impact of their operations on, not only current, but also future generations of employees and the communities they serve in.

The Foundation continued to have the category Sustainability in its Duty of Care Awards, honouring organisations and individuals making a significant contribution to protecting their people while travelling or working remotely.

Training Course: As organisations focus on the response to the COVID-19 pandemic, Occupational Health & Safety (OHS) has become a key area of importance in sustainability reporting. To help organisations with the integration of workforce health and safety management into sustainability reporting, we have developed a virtual training course entitled “Sustainability Management & Reporting for the Occupational Health & Safety Practitioner”. This CPD-certified course covers how to prepare an organisation to manage OHS and wellbeing sustainably and which metrics and initiatives to prioritise for sustainability reporting. The course was developed with Sancroft Sustainability consultancy and Louis Wustemann, a former editor of IOSH Magazine. He was previously editor of Health and Safety at Work magazine and Environment in Business. He has written, edited and consulted on health and safety, environmental and employment matters for more than 25 years.

3. Workforce Wellbeing Training:

Mental health and Wellbeing have become one of the biggest challenges for employees and employers. As many workers struggle to manage an evolving work dynamic amidst a global pandemic, organisations must prioritise Wellbeing to avoid a decline in productivity and prevent burnout. Therefore, the International SOS Foundation has designed a new virtual training course entitled Workforce Wellbeing certified by CPD.

This course provides individuals and leaders responsible for Wellbeing within their respective organisation, with the competencies necessary to plan, design and deliver best in class programmes. Addressing questions such as: how to develop a framework for Wellness/Wellbeing, how to uncover the right gaps, how to ensure that a programme evidence based, how to measure success and best report on Wellbeing within your organisation.
We successfully ran our first pilot course 29 & 30 June 2021 with 14 virtual delegates from organisations such as BCG, Chanel, Hyatt and Genel Energy. More courses are scheduled for the coming year.

4. Crisis Management Response and Leadership

The Foundation has designed a new virtual training course entitled Crisis Management Response and Leadership, certified by CPD. This virtual training course is designed to provide individuals responsible for, or part of their organisations crisis management team with the competencies necessary to actively participate in protection and resilience of their organisation, people and assets. Throughout the programme, participants will learn the methodology behind an effective crisis management response, define the roles and responsibilities of a crisis management team, provide an effective approach for situation monitoring and decision-making, and at the end of the course trainer/s will have simulations that will help you to learn, consolidate and apply crisis management response best practice techniques.

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<tr>
<td>4-5 May 2022</td>
<td>Virtual</td>
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5. Building a Travel Risk Management Programme Fit for the Covid-19 World

Entitled, *Building a travel risk management programme fit for the COVID-19 world*, this CPD-certified virtual training course was designed to provide individuals responsible for, or part of their organisations travel risk management team with the competencies necessary to enhance their travel risk management (TRM) programme to encompass ISO 31030:2021. The two-day course will equip stakeholders with the practical tools necessary to develop or update their travel risk management policies to address the most pertinent health and security risks impacting their workforce.

The course will lead with a comprehensive review of ISO 31030:2021 specifically focused on the core areas most impacting organisations – managing risk, assessment and treatment. Our experts will disseminate how to proactively integrate these elements into your organisations policies, through case studies, exercises and simulations. By attending the course, delegates will be suited to lead their travel risk management response, define the roles and responsibilities of an effective programme and how to monitor its success.

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<td>5-6 October 2022</td>
<td>Virtual</td>
<td>Two and a half days virtual course</td>
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NEW WHITE PAPER:
MANAGING DUTY OF CARE FOR EMPLOYEE WELLBEING WITHIN A HYBRID WORKFORCE
First of its kind study exploring the links between working patterns, wellbeing and perceptions of Duty of Care globally

The COVID-19 pandemic has accelerated the shift towards hybrid working and brought about change in Duty of Care expectations and responsibilities over the last three years. Employees are prioritising mental health and expect wellbeing support from their organisations, more than ever.

The International SOS Foundation commissioned Affinity Health at Work led by Professor Dr Rachel Lewis to undertake a global research on managing Duty of Care for wellbeing within a hybrid workforce. Affinity Health at Work, a specialist consultancy and research group, was contracted by the WHO Steering Group to perform the supporting evidence work for WHO guidelines on mental health at work, recently published on September 2022.

This research seeks to understand the expectations and support requirements of employees by location, context and working pattern. It also aims to provide organisations with evidence from which to tailor their offering more effectively to employees, whatever their working pattern and location. An evidence-based-practice approach was taken to the research, which includes a review of existing academic literature, interviews with organisational stakeholders from Capgemini, HSBC, Mott MacDonald, Sasol, Suncorp, and a survey which generated 1000+ responses from 62 countries.

“This study contributes to the wider understanding of the expectations and support needs of employees in different contexts and seeks to provide valuable insights for employers to develop the duty of care aspects of a hybrid working strategy.”

- Marc Burrows, KPMG

This new groundbreaking research from International SOS Foundation and Affinity Health at Work was launched through 4 regional webinars globally.
Regional Paper

GERMANY:

Launch of the whitepaper “COVID-19 - What has changed in the context of the employer's Duty of Care?” The paper was authored by KPMG Law and Heinrich Heine University Düsseldorf.

Access the paper [here](#).

This white paper was introduced during a webinar to members of the German HR association BPM and a session was dedicated to the paper during a Risk Outlook event on 10 February 2022.
CHAPTER 3
RECENT DUTY OF CARE EVENTS
The Foundation shared its Duty of Care expertise in conjunction with several organisations around the world. These sessions focused on helping employers develop travel risk management policies and procedures in regard to employment laws, benefits, tax, health, safety, security, emergencies, crisis management and well-being as well as other issues.

**ASIA:**

The Asia Health, Wellness and Security Conference launched its virtual conference series for 2021 comprising of six virtual events which attracted over 1,500 registrants.

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<td>Keeping Your Site-Based Workforce Safe</td>
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<tr>
<td>18 November 2021</td>
<td>Webinar</td>
<td>3rd Asia Health, Wellness &amp; Security Event – Route to Reinvention</td>
<td>Virtual</td>
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**3RD VIRTUAL EVENT 2021: ROUTE TO REINVENTION**

In this 3rd session, the guest speakers shared what they learnt to future-proof their organisations and people in this new era as we shift from pandemic to endemic.

Sebastian Tan, Ministry of Manpower Singapore provided insights into Singapore’s experience and how they manage Covid-19 at workplaces.

Dr Rohini Kamalanathan van Hoboken, Wester Digital and Sunil Mehra, Abbott India shared their companies’ response to the shift from pandemic to endemic.

Lastly, Dr Grant Logan, ConocoPhillips and John Christian, Technip Energies shared their best practices when returning to operations in the endemic model for the energy and infrastructure industry.

**THE ASIA EDUCATION DUTY OF CARE CONFERENCE (AEDOC)**

The Asia Education Duty of Care Conference (AEDOC) will be returning on 13 October 2022 after a two year hiatus. Held in Singapore, the conference aims to provide practical takeaways and insightful discussions for the education sector, including international schools, colleges and universities, to better manage the health and security risks coming out of the pandemic and into a volatile and uncertain world.

Additionally, the Malaysia Chapter of the Asia Education Duty of Care Conference (AEDOC) was held on 22 September 2022 in Kuala Lumpur. This is the first time AEDOC has been held in Malaysia. Through panel discussions, talks and simulation exercises, the conference provided practical takeaways and insights for the delegates present from both international schools and institutes of higher learning to better manage the health and security risks their students and faculty may face in a post-pandemic world.


As part of the AEDOC 2022, attendees will be able to register to an advanced first aid training to learn about management of medical issues for students who are diagnosed with diabetes and asthma, as well as long term sports injuries.
CHAPTER 4
INTERNATIONAL SOS FOUNDATION & GRI
The global reporting initiative (known as GRI) is an international, multi-stakeholder and independent non-profit organisation that promotes economic, environmental and social sustainability. The GRI was established in 1997 in partnership with the United Nations’ Environment Programme (UNEP).

In recognition of our understanding, expertise and long-term commitment to sustainable business practices, we now have a member of the senior management team on GRI Boards. Francesca Viliani, as member of the stakeholder council, who regularly participates in the internal activities of the organisation and has been supporting the re-organisation of GRI governance to comply with the changing regulation of the Dutch system for civil society organisations.

On October 2021, one of the GRI member of the Stakeholder council attended the 2021 Duty of care Awards and were one of the speakers.

Back in 2020, International SOS Foundation announced its collaboration with GRI (Global Reporting Initiative) in developing their Occupational Health and Safety online course. The course helps companies to effectively incorporate occupational health and safety (OHS) impacts within their sustainability report – including insights on the Occupational Health and Safety implications of the COVID-19 pandemic.
CHAPTER 5
INTERNATIONAL SOS FOUNDATION & ICOH
The International Commission on Occupational Health (ICOH) is an international non-governmental professional society whose aims are to foster the scientific progress, knowledge and development of occupational health and safety in all its aspects. Today, ICOH is the world’s leading international scientific society in the field of occupational health with a membership of more than 2,000 professionals from over 100 countries. It has close relationships with policy making organisations ILO, WHO, UNEP and ISSA. ICOH's members include numerous target clients for International SOS, including medical doctors, occupational hygienists, occupational health nurses, safety engineers, psychologists, chemists, physicists, ergonomists, statisticians, epidemiologists, social scientists and physiotherapists. These professionals work either for universities, institutes of occupational health, governments or industries.

The foundation is represented at ICOH board level by Dr Olivier LO (elected board member for a second term for the triennium 2022 - 2024). He is also an elected member of ICOH Working Groups (WG) on the Scientific Advisory Committee, Information & Communication, Inequalities in Occupational Health, on Future of Decent Work and member of the editorial board of the ICOH newsletter.

Dr Olivier Lo is representing the International SOS Foundation at the ICOH board meeting(s) as well as at the next 33rd ICOH virtual World Congress 2022 with several technical workshop/scientific paper. The foundation is also a corporate sustaining member of ICOH (2021-2022) represented by Dr Stefan Esser. Both Drs Lo and Esser are influential in ICOH on health initiatives and are at a unique observatory position for understanding occupational health global trends for the foundation.

Dr Olivier Lo represents the International SOS Foundation at the ICOH regular General Assembly / board meetings with several technical workshops. The Foundation is also a corporate sustaining member of ICOH (2021-2022) represented by Dr Stefan Esser. Dr Stefan will represent the International SOS Foundation at the next congress. Both Drs Lo and Esser are influential in ICOH on health initiatives and are at a unique observatory position for understanding Occupational Health global trends for the Foundation.
CHAPTER 6

INTERNATIONAL CORPORATE HEALTH LEADERSHIP COUNCIL (ICHCL)
International Corporate Health Leadership Council (the Council), was established in 2012 as a first-of-its-kind think tank. The Council is made up of the most senior leadership in corporate health with one goal in mind: to drive standards and policies that result in reducing risk and improving the delivery of healthcare to international travellers, international assignees (and their families) and employees in emerging markets, wherever they may live or work.

The council meets several times virtually and in person once a year for the annual meeting. Every annual meeting they have a diverse and dynamic group of speakers who provide in-depth insight as well as actionable and practical tools of engagement models, methods and mechanisms to use in the on-going global corporate medical efforts.

On April 29-30, 2022 in Salt Lake City, UT the ICHLC held its annual meeting bringing together senior health leaders and phenomenal speakers addressing subjects including interactions between the CDC and WHO, diversity and inclusion in the workplace, return to work, artificial intelligence and effective communications in today’s corporations.

**Speakers:** Dr. Gary Brunette, Dr. Bradley Hersh, Dr. Michael Lappi, CV Viverito, Dr. Christine McGinn, Joshua Lozoff, Dr. Jennifer Christian, Christina Jepson, David D. Jones, Dr. Robert Chang

Next year, the Council will meet in Europe to coincide with ICOH, May 24-25, 2023.
CHAPTER 7
FOUNDATION - GLOBAL ROAD SAFETY CAMPAIGN & IOE
In 2012, The Foundation joined forces with GRSP. The Global Road Safety Partnership (GRSP) is a non-profit organisation hosted by the International Federation of the Red Cross and Red Crescent Societies (IFRC) in Geneva, Switzerland. Their role is to create and support multi-sector road safety partnerships that are engaged with front-line good practice road safety interventions in countries and communities throughout the world. It plays a powerful role in capacity building and training of road safety practitioners, engages actively in advocacy at all levels, provide road safety programme coordination at the global level and is a recognised expert source of road safety knowledge and good practice.

Together the GRSP and the Foundation continue to promote our Road Safety Pocket Guide, the Road Safety e-learning module and the Risk Map with its layer of road fatalities around the world. http://www.travelriskmap.com/.

Dr Philippe Guibert, Global Medical director, Consulting & Solutions, Europe, Middle East and Africa, has been invited to participate to twice-a-year global meetings. Besides regular briefings to members on the Covid-19 pandemic, he recently presented on the forward-thinking theme of the future of OSH.

Based on a publication from the International SOS Foundation (HSE 2030), this session detailed the interactions between the sustainability agenda of organisations, their new reporting imperative and the anticipated job evolutions and corollary hazard exposure.

Click [here](http://www.travelriskmap.com/) to download.

International SOS’s analysis of evolving OSH global environment, from its privileged client field and boardroom combined viewpoints brings a valuable contribution to the evolution of the role of employers to safeguard the health, wellbeing and safety of their employees.
During the financial year 2021/2022 the board consisted of the following members:

**Chairman:** Mr Arnaud Vaissié  
**Secretary and Treasurer:** Mr Laurent Sabourin

**Representatives**  
The board has appointed Mr Laurent Fourier and Ms Kai Boschmann as representatives of the Foundation. The representatives do not receive remuneration.

**Accounting**  
The Foundation’s finances are administered by the Finance Department of the International SOS Groups entity located in London, UK. The time spent on the Foundations finances are not charged and should be seen as donation to the Foundation.

The annual accounts will be reviewed by an independent chartered accountant.

**Staff**  
The Foundation does not have its own staff. Several employees within the International SOS Group assist with carrying out of the activities of the Foundation, at no charge. The register of volunteers is kept up-to-date on the Foundation website:  
https://www.internationalsosfoundation.org/about-us