

International SOS
Foundation



**ANNUAL REPORT FOR THE BOARD OF
THE INTERNATIONAL SOS FOUNDATION**

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Approved by Laurent Fourier**

17 September 2014

ABOUT THE FOUNDATION

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 objective of the Foundation is to improve health, safety, security and the wellbeing of individuals working away from home, internationally, remotely or on international assignments in remote areas.

The foundation has six main activities:

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

Examples of the activities, which the foundation undertakes are:

- Sponsoring academic research into the health, safety and security risks linked to international, remote and international assignments.
- Paying for associated costs in attending or hosting conferences and events including travel, accommodation, food services, hall rental and audiovisual tool costs.
- Extending financial support to ISF’s goals worldwide in the form of grants, consultancy fees, gifts, subsidies, donations and scholarships;

The Foundation does not aim to make any profit. Its income is generated through gifts, inheritances and legacies, grants and donations. The Foundation is registered as a public charitable institution (a so called “ANBI”) with the Tax Authorities.

The reporting year of the Foundation is from 1 July to 30 June 2013-2014.

Activities during the Financial Year 2013/2014

1. Campaign on The Global Framework: Safety, health and security for work-related international travel and assignments (The Framework)

The Global Framework is a strategic document issued by the ISF that guides organisations in identifying threats and hazards, and on managing risks to the safety, health and security of those travelling for their work or on international assignment. It was drafted and ratified at an international meeting of technical advisors on 9-11 in Singapore. These experts - sixteen occupational health, safety, environment, medical and security directors, workplace law specialists and insurance providers were selected by The Foundation to ensure the integrity and global applicability of the resulting document.

The Framework builds on the 2011 Duty of Care Benchmarking Study to form help form guidance on the policy, organisation, planning and implementation of travel risk management for a mobile workforce. It also serves as a practical tool to help organisations improve their policy and procedures to reduce risks to those travelling or working on international assignments.

It was published as a white paper and a press release was distributed in support on 26 September 2013.

The Framework serves as an opportunity to bring together a variety of stakeholders from internal functions such as HR, Legal, Travel Managers, Occupational Health & Safety and others in order to form a rounded view of travel risk management. It includes a 74-question checklist to point organisations on where to start when developing a Travel Risk Management programme that meets best practices.

To share the Framework, the ISF held several events discussing the Framework and directed workshops on real-life scenarios, where appropriate travel risk policies and procedures could have prevented accidents, injuries, illness and disruptions to business operations.

Framework events for the reporting year included:

- **London:** 2 April, 2014
- **Canberra, Australia:** 2 April, 2014
- **Brisbane, Australia:** 11 April, 2014
- **Melbourne, Australia:** 30 April, 2014
- **Stockholm, Sweden:** 19 May, 2014
- **Copenhagen, Denmark:** 20 May, 2014
- **Singapore:** 30 May, 2014
- **Geneva, Switzerland:** 2 June, 2014
- **Zurich, Switzerland:** 4 June, 2014

The press campaign secured media coverage in January and February 2014:

- **Belgium:** Prebes'
- **Denmark:** Standby Denmark
- **Europe:** European Labour Law Network, International Organisation of Employers
- **Germany:** Biztravel
- **Netherlands:** OR Performance, BG Magazine
- **Philippines:** Manila Bulletin
- **Sweden:** Arbetsliv

- **Switzerland:** International Organisation of Employers
- **Singapore:** WSH Institute
- **Sri Lanka:** Sunday Times
- **Thailand:** Newswit
- **United States:** Society for Human Resources
- **United Kingdom:** Continuity, Insurance and Risk Magazine; Relocate Magazine; Commercial Risk Europe IPMI Magazine; Workplace Safe and Health Council; Office Performance Magazine.

The Foundation's work on the Global Framework was recognised by the Forum for Expatriate Management (FEM), who shortlisted it for an EMMA award for Best Thought Leadership in the APAC and EMEA regions. By the time this report goes to press we have not heard if we won the category.

The Framework paper has been published in French and Chinese.

The Framework campaign has and will continue into financial year 14/15 with events in:

- **Perth, Australia:** BTTB conference, 5 August 2014 with Alex McSpirron and Dr Nhlanhla Mpfu
- **Beijing, China:** Launch of Framework and Whitepaper, 16 September, 2014
- **New York City, USA:** Presentation of the Global Framework to the IOE (International Organisation of Employers) meeting in NY "industrial relations" sections on 14 October 2014.
- **White paper with FERMA on Duty of Care legislation in Europe** and the views and expectations of European Risk Managers
- **Events in Asia:** Singapore, Hong Kong, Thailand, Malaysia, India, Philippines, China, Australia in Q2/Q3.
- **Events in Europe:** The Hague, Helsinki, Oslo, London and Milan in Q2/Q3.
- To be confirmed white papers with SUVA (CH), FEB (B) and IOSH (UK)

2. Global Road Safety Campaign (GRSP)

In 2012, The Foundation joined forces with GRSP, a non-profit organisation of leading multi- and bi-lateral development agencies, governments, businesses and civil society organisations, to help mitigate road accidents faced by business travellers and expatriates whilst away from home.

We hosted several events to promote the partnership including:

- **France:** Breakfast Meeting on 21 November, 2013
- **UK:** Hosted GRSP Committee Breakfast in London on 25 February, 2014
- **France:** Webinar with Shell and GRSP on Road Safety 7 April, 2014
- **France:** Webinar on Road Safety on 4 July, 2014
- **USA:** Webinar on *Risky Roads* on 15 July, 2014

Our webinars discussed the latest trends in road safety as well as medical and safety advice for travellers. In addition, the ISF joined forces with Shell in Europe, Total in the Middle East/Africa, Toyota in North Asia, ARRB in Australia and Johnson & Johnson in the Americas to help promote road safety best practices.

We will continue our efforts into 14/15 with an event in Cameroon, *Sharing the Roads* event to be held on 14-15 October, 2014.

3. Duty of Care Events in USA and Canada

The Foundation shared its Duty of Care expertise in conjunction with several organisations in the US and Canada. These sessions focused on helping employers develop travel risk management policies and procedures in regards to employment laws, benefits, tax, health and safety, emergencies and other issues.

- **Toronto, Canada:** Groupe Optimum, 18 September, 2013
- **Philadelphia, Pennsylvania:** International Employers Forum, 19 September, 2013
- **Richmond, Virginia:** Global Business Travel Association, Biennial Education Symposium, 25 September, 2013
- **USA, Webinar:** ACTE, 8 Tripwires to Avoid, 19 March, 2014

4. Duty of Care Report for the Extraction, Energy, Engineering and Construction sector

In January 2014, The Foundation released a Duty of Care report covering the global extraction and energy industries, as well as the engineering and construction companies that support their activities. This sector increasingly operates in challenging and high risk areas where geographical remoteness presents barriers to ensuring timely access to medical services. Additionally, the security climate in these locations may present high risk. This report, authored by Dr Lisbeth Claus on behalf of the ISF, used master data from the 2011 Duty of Care and Travel Risk Management Benchmarking study. Key findings were that these industries show no statistical difference to worldwide Duty of Care benchmarks. This was surprising as that this sector has been at the forefront of developing and meeting rigorous occupational health and safety standards; it was broadly thought that these industries would fall well above the baseline. Findings point to inconsistencies in the application of Duty of Care when it comes to health, safety and security of cross-border employees in remote areas and in high risk countries.

The sector report will be promoted into 14/15 starting with the USA hosting four webinars.

5. Duty of Care Scholastic Sector Report

In March 2014, The Foundation released a Duty of Care report on the Scholastic Sector. This sector includes students, faculty, administration and staff who travel, live, and work worldwide in pursuit of educational activities. Some of these locations are remote and present significant health, safety and security risks. The report, authored by Dr Lisbeth Claus on behalf of the ISF, used master data from the 2011 Duty of Care and Travel Risk Management Benchmarking study. Key findings were that the educational sector lagged behind other industries in meeting its Duty of Care obligations and fell below the worldwide Duty of Care baseline.

The sector report will be promoted into 14/15 in the US, Asia and Australia.

5. Return of Prevention

The Foundation commissioned Prevent, a company that invests in the research, development and tools to facilitate and improve occupational safety and health practices, to author a *Return on Prevention* study, i.e. a study that shows a return on investment of preventative measures in the medical assistance to business travellers, remote workers and global assignees.

Prevent came onto our radar screen when in 2010 it conducted the benOSH (Benefits of Occupational Safety and Health) project, a study aimed to evaluate the costs of accidents at work and work-related ill health and to demonstrate the incremental benefit to enterprises if they develop an effective prevention policy in occupational safety and health (OSH). The project was funded by the European Commission under the heading 'Socio-economic costs of accidents at work and work-related ill health'. www.prevent.be

Prevent is a company that supports companies, on a day-to-day basis, to prevent workplace accidents and occupational diseases. It has a practical knowledge of hazards, risks and injury prevention within a large range of sectors of activities. Prevent invests in research and development of information and tools to facilitate and improve occupational safety and health practices. One of its fields of research is the cost-benefit of well-being at work policies.

The research report commissioned by the Foundation, but fully independently managed by Prevent, has been circulated and approved by International SOS medical experts.

The resulting research white paper, targeted to be published in late 2014, will reveal the cost-benefit analysis of preventative measures for business travellers and expatriates based on desktop research and a case study with one of International SOS largest clients in the EMI space.

Specifically, it will show that the benefits of implementing a health prevention strategy significantly outweigh the operating costs. Two specific programmes were analysed:

- (1) Medical-checks for travellers and international assignees aimed at identifying pre-existing medical issues before assignment.

The cost-benefit analysis showed that US\$ 1 invested in the medical check programme returns a benefit ranging from US\$ 1,6 (minimum scenario) to US\$ 2,53 (maximum scenario).

- (2) Malaria prevention programme for employees travelling and working in malaria-risk regions.

The malaria prevention programme reduced the occurrence of fatal cases by 70%. The benefits also outweigh the costs in the case of this programme: For each US\$ 1 invested, the return was estimated at US\$ 1.32.

The work with Prevent continues in 14/15 with the publication of the paper, a press release, client campaigns and events.

6. International SOS Foundation website kept up-to-date

Following a substantial revamp of the website in March 2013, the Foundation has kept content on its website refreshed and current. We have updated our repository of white papers, legislative documents, guidance notes, scientific papers, so that we can continue to be seen as thought leader in the area of employer responsibility. We have posted press releases and advertised events related to the ISF's activity; as well as cross referenced articles on International SOS' Duty of Care blog.

In the year reported, the website has received 7,500 visits (a 6-fold increase over the year before). Traffic has been distributed as follows: US (20%), UK (15%), France (8%), Singapore (7%), Germany (5%), Switzerland (5%), Australia (5%), India (3%), Netherlands (3%), Canada 3% and other countries (26%).

7. The DGUV whitepaper - DGUV is the German Social Accident Insurance Association

The Foundation also published a 43-page, German-language whitepaper on Duty of Care with the DGUV and Dentons (a German law firm) titled: *Rechte und Pflichten deutscher Unternehmen gegenüber ihren Arbeitnehmern bei der Auslandentsendung*

The report covers the duties and responsibilities of employers towards their employees when sending them abroad on business travel or assignment.

(German Social Accident Insurance), an umbrella organisation of the German Statutory Accident Insurances and one of the five pillars of the "German Social System." The DGUV has a guiding impact on the legislative process in Germany.

The Foundation hopes to encourage other countries to publish similar reports in 14/15.

8. Board meetings hosted in London (GRSP and IOE).

- The Foundation hosted the GRSP Board Committee on 25 February 2014 to push the employer responsibility agenda, strengthen our relationship and present on the Framework.
- The Foundation also hosted a two-day meeting for the IOE's (International Organisation of Employers) Occupational Safety & Health and Sustainability Network in London on 2 April 2014, to network with key customers, showcase the International SOS Assistance Centre, share our journey on employer responsibility and present on the global Framework.

Activities in Financial year 14/15

1. Sponsoring XX World Congress on Safety and Health at Work

The Foundation raised awareness of the importance of prevention at this year's XX World Congress on Safety and Health at Work 2014 in Frankfurt, Germany. The Congress took place 24 – 27 August 2014 and was attended by 4,000 OH and HSE experts from 143 countries.

The ISF sponsored this event which takes place every three years. This year's theme was 'sharing a vision for sustainable prevention.' The Foundation's speakers were: Dr David Gold, Dr Stefan Esser and Laurent Fourier presented on:

- Global Framework, 'Can state-of-the-art occupational safety and health standards protect workers travelling abroad?' All three speakers presented.
- OSH and CSR symposium 'Community health - a necessity for business success in challenging locations', presented by Dr Esser.
- Two presentations exhibited as posters during the congress:
 - Medical Risk for Business Travellers: An Analysis of 13,000 Assistance Center Cases (*Esser, Steglich, Kuepper*)
 - Duty of Care Provided for Business Travellers in Remote Areas: Best Practice in a German Mid-Size Company (*Esser, Mink, Maxeiner*)

Being a part of the congress also allowed for strengthening our relationship with the German host DGUV (German Social Accident Insurance), an umbrella organisation of the German Statutory Accident Insurances and one of the five pillars of the "German Social System." The DGUV has a guiding impact on the legislative process in Germany.

2. Investigation on joining forces with International SOS on Corporate Social Responsibility

The Foundation investigated if it should drive and resource International SOS' Corporate Social Responsibility (CSR) efforts for Healthcare and Education. It was decided that Intl.SOS CSR activities should be kept separate as these had different drivers and functional distinctions.

3. Investigation into which organisations and institutions the Foundation should collaborate with on an ongoing basis.

It was decided to continue build relationships with the Institute of Employers (IOE), the European Union Institute of Occupational Safety and Health (EU OSHA), the Institution of Occupational Safety and Health UK, the DGUV in Germany and the Global Business Travelers Association in the USA.

4. The International SOS Foundation and Association of Corporate Travel Executives issue paper: Evacuate Me! 8 Tripwires to Avoid: What every travel director needs to know to keep their global workforce healthy, safe and secure

The 17-page whitepaper, published by the ISF and released on 19 August 2014, included 8 key points on what travel directors should consider during and after evacuations. Specifically, the paper focused on Travel Management companies and how travel tracking solutions are part of employer responsibility.

5. Launch of the Prevent Study and Campaign

As mentioned earlier, the Foundation is planning to issue its Return on Prevention study linking financial returns to medical checks and malaria prevention programmes for expatriates and assignees. When this study is issued, the Foundation will include this content as an add-on to its Framework series in Europe, Australia and Asia. The ISF will also issue a press release upon publication of the report.

5. Duty of Care Events in USA

The USA is running four webinar campaigns in Q2-Q4 that will target the high-tech, energy and mining construction, financial services and NGO sectors on Duty of Care using the applicable sector reports. In October 2014, Dr Lisbeth Claus will contribute on behalf on the Foundation on a Global Business Travel Association webinar on how different sectors approach their employer responsibility.

6. Employer Responsibility Training

The Foundation is in early discussions to explore developing and running two-day education sessions to train Health and Safety professionals on Employer Responsibility. Participants would learn about governance, policy and systems outlined in the Framework, as well as practice scenarios testing their knowledge. After the session, they would be issued a certificate from the Foundation on behalf of the UK Institute of Occupational Health and Safety.

7. Duty of Care Award

The Foundation is researching validity to issue an award to businesses and organisations that best demonstrate Duty of Care and responsibility towards their employees in their management of travel, safety and health risk. We are currently at the early stages of exploring the feasibility and relevance of this award.

8. Continuation of our GRPS and Framework campaigns as mentioned above.

Board

The board of the foundation consists of two members unrelated to one another and who receive no remuneration except the partial covering of expenses and their meeting attendance costs.

During the financial year 2012/2013 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 Mr. Philippe Arnaud 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 Amsterdam, the Netherlands. The time spent on the foundations finances are not charged but 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.