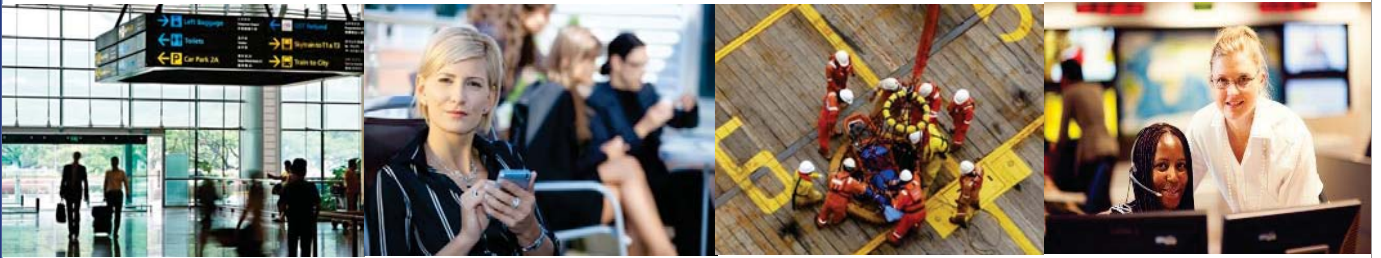




## INTERNATIONAL SOS

The world's leading provider of medical assistance, international healthcare, security services and customer care.



23rd November, 2016



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# International SOS

- Independent and private group with 30 years of experience helping companies manage health and security of their employees abroad
- Worldwide network:
  - **27 assistance centres 24/7**
  - **56 clinics** positioned in countries with low medical standards
  - Established global network of over **77,000 credentialed medical, legal and security providers**
  - Fleet of **8 air ambulances**, **4 flight desks** and **integrated travel agencies**
  - **Medical staffing** for more than **600 remote sites**
- Over 11,000 employees:
  - **48% are operational professionals**
  - **200 security experts**
  - Operating in **more than 92 countries** and speaking **99 languages**
- More than **10,000 clients** (80% CAC 40, 88% Fortune 100)



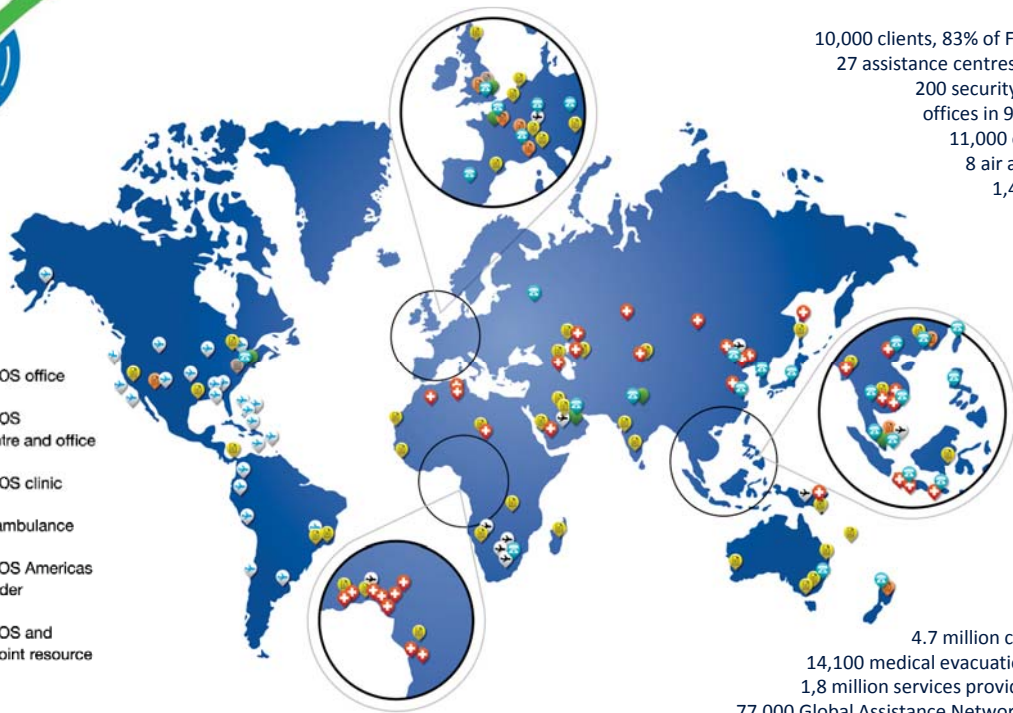
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# International SOS Global Footprint



- International SOS office
- International SOS assistance centre and office
- International SOS clinic
- Dedicated air ambulance
- International SOS Americas preferred provider
- International SOS and Control Risks joint resource
- MedAire office
- VIPdesk office



- 10,000 clients, 83% of Fortune 100 •
- 27 assistance centres open 24/7 •
- 200 security specialists •
- offices in 92 countries •
- 11,000 employees •
- 8 air ambulances •
- 1,400 doctors •
- 56 clinics •

- 4.7 million calls in 2014 •
- 14,100 medical evacuations in 2014 •
- 1.8 million services provided in 2014 •
- 77,000 Global Assistance Network providers •

International SOS assistance centres are ISO 9001: 2008 certified. This certification is an international standard which recognises high quality, consistent service improvement as well as a company's commitment to customer satisfaction.



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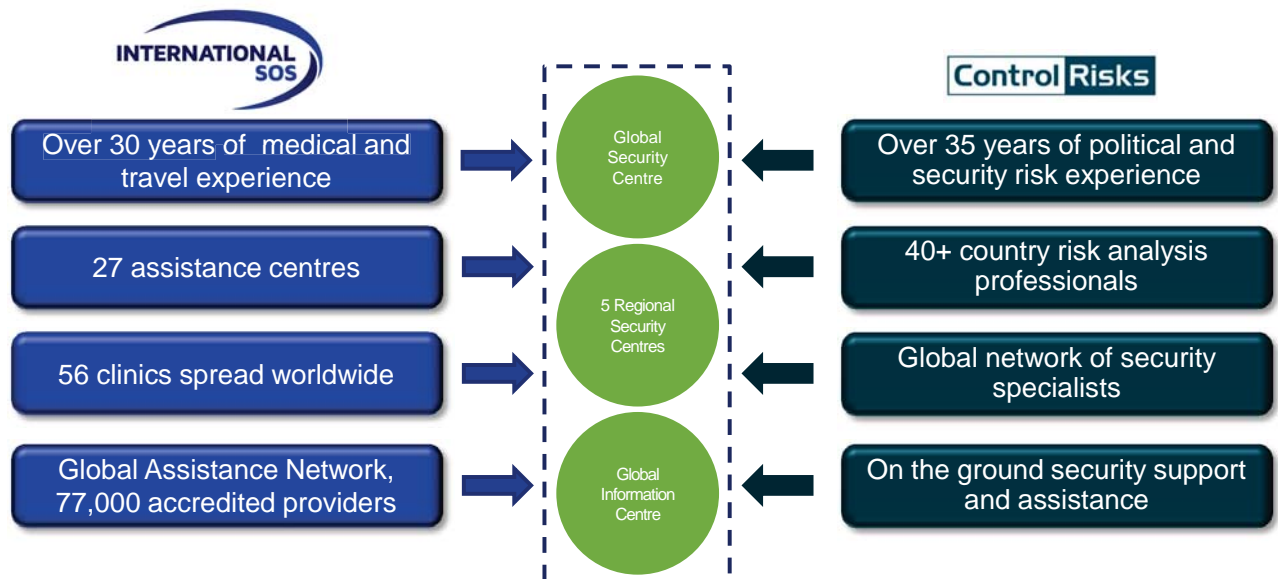
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**Control Risks**

The International SOS and Control Risks joint venture brings together the assets, resources and expertise of two complementary market leaders.



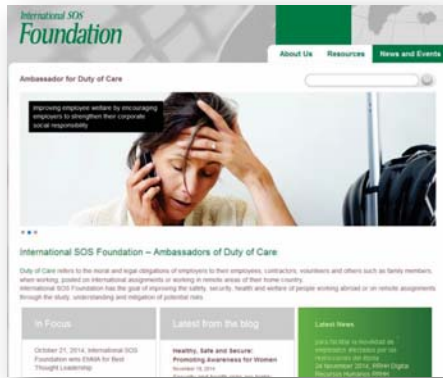
Underpinned by International SOS' and Control Risks' combined 92 offices and security and medical presence at 350 sites in more than 150 countries worldwide.



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# Duty Of Care



International SOS Foundation dedicated to Duty of Care :

- The Foundation's goal is to improve the safety, security, health and welfare of people working abroad through research
- It will foster the study initiated with the whitepapers and provide a repository for organizations through its website
- [www.internationalsosfoundation.org](http://www.internationalsosfoundation.org)

International SOS Foundation joins the **Global Road Safety Partnership (GRSP)** to help mitigate road accidents faced by business travellers and expatriates working abroad.

- <http://www.grsroadsafety.org/>

## Publication of the Global Framework

The document provides strategic guidance for organisations to identify hazards and threats and manage risks to ensure the safety, health and security of its workers.



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# International SOS integrated services

## PRIOR TO DEPARTURE

### Medical & Security Trainings



### Online Medical & Security Information



### Consulting/ Audit



## IN AN EMERGENCY

### Medical & Security Assistance



## WHILE ABROAD

### On call Medical & Security advice 24/7



### Medical and Security email Alerts



### Travelers Tracking



### Assistance App



### Clinics & onsite medical support



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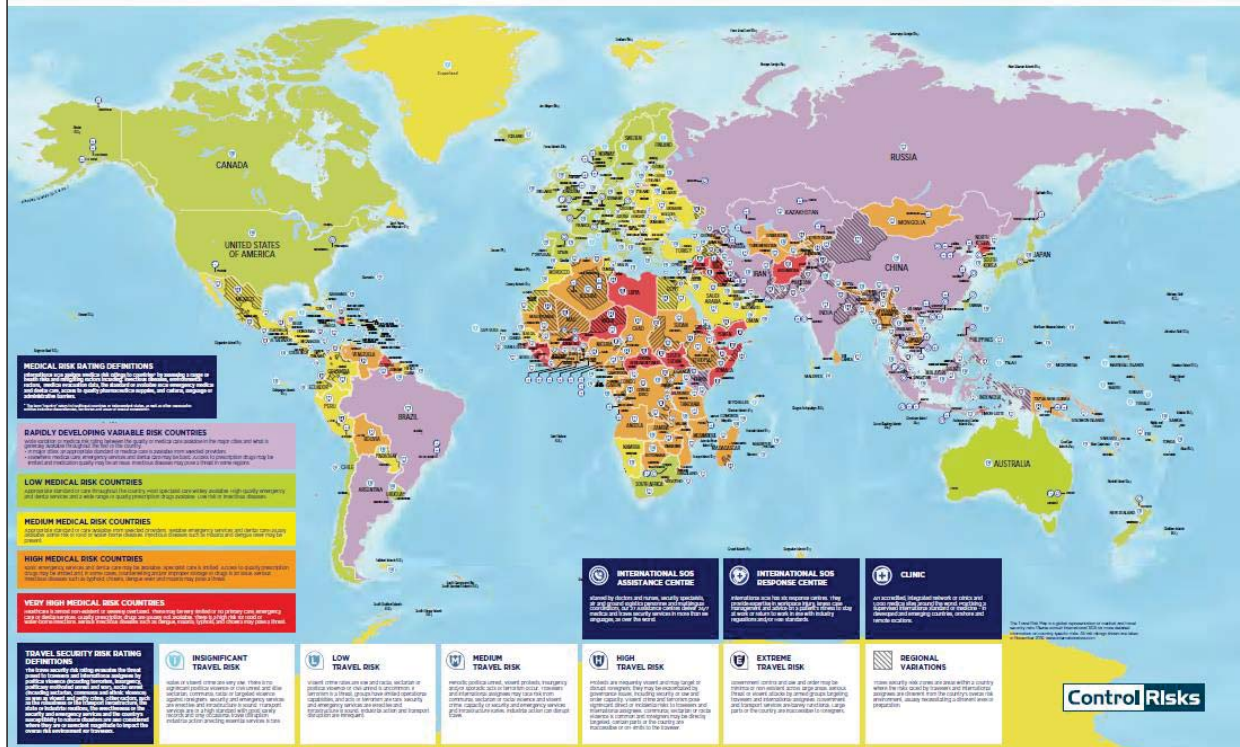
6



# TRAVEL RISK MAP 2017

Global health and travel security risks review

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Online: [www.internationalsos.com/risk-outlook](http://www.internationalsos.com/risk-outlook)

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## Suicide Bombing – March 2016

**Location:** Brussels, Belgium



Credit: Sylvain Lefevre/Getty Images

10 000

travellers and expatriates in the affected area / country



26 Information email alerts and Q&A webinar



268 cases  
90% for information & advice  
10% for assistance



Ground transport  
Accommodation  
Flight support  
Missing people research  
On-ground paramedic team



07:00: 2 suicide bombers detonate at Zaventem airport  
08:11: Explosion at Maalbeek metro station  
35 killed, over 300 injured

Two bombs just exploded in the #Brussels airport entrance area

ORIGINAL  
From: @Meivara

Two bombs just exploded in the #Brussels airport entrance area

8/22/2016 7:03

Email Alert

EVENT VERIFICATION

Export

CHATTER

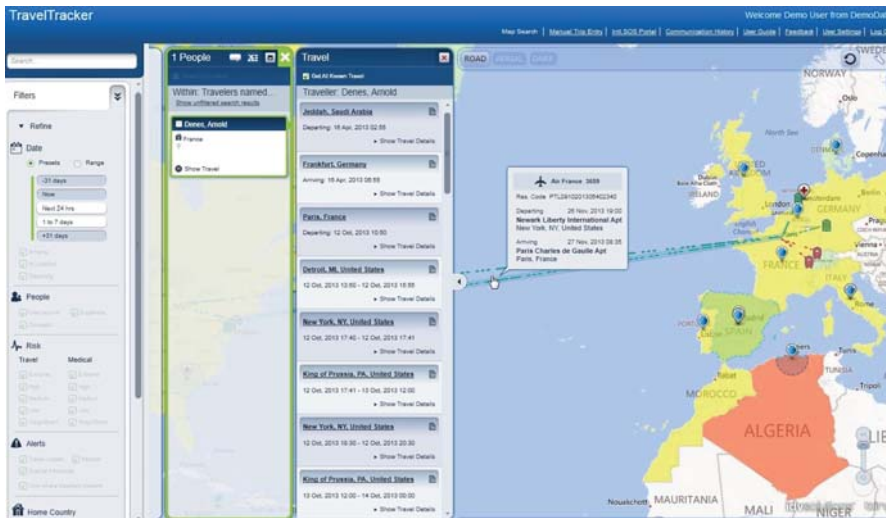
Source  
@Meivara

INTERNATIONAL  
SOS

# Intl.SOS TravelTracker integrated solution

Bing Maps-powered

Intuitive interface, dynamic search filters



Freehand event impact area and other instant search tools



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## Send emails and two-way SMS to travellers from TravelTracker

Identifying travellers who could be impacted by an event is only the first step. Communicating with them, getting their feedback and keeping an audit trail of past communications are a must.

Name	Email To	SMS To	Two-way SMS Response Options
Arnold Denes	arnold.denes@international.sos.com	011-33 699025415	<input checked="" type="checkbox"/>
One Two	somasundaram@hexaware.com		<input type="checkbox"/>
Mohan Raj	moharaj.veluppan@international.sos.com		<input type="checkbox"/>
Poly Wilson	poly.wilson@international.sos.com	011-44 7710001340	<input checked="" type="checkbox"/>
Annabel Close	annabel.close@international.sos.com	011-44 7400050600	<input checked="" type="checkbox"/>
Sarah Vincent	Sarah.vincent@international.sos.com	011-44 7771984360	<input checked="" type="checkbox"/>
Juandra Bosheff	Juandra.Bosheff@international.sos.com	27 8249923465	<input checked="" type="checkbox"/>
Valerie Venter	valerie.venter@international.sos.com	27 832502077	<input checked="" type="checkbox"/>

**Add Recipient**

First Name	Last Name	Email To	SMS To

**SMS Number Format**  
Enter SMS cell phone number as +[country code][cell phone number including city/area code where applicable], e.g. +447700900582 (US and Canada numbers do not require the +[country code]).

When sending by SMS, messages that contain more than 160 characters will be split into multiple text messages and those text messages may not be delivered to the recipient in the correct order. We recommend you enter a brief message and include your name and contact information (such as your email address and phone number) for a detailed response from the recipient.

Sending a subsequent SMS within 24 hours to any of the same recipients may interfere with the return of recipient responses.

**Send Message**

From: traveltracker@travelsecurity.com  
CC: melissa.KREIDIE@international.sos.com  
Subject:   
Message Body:   
Spell Check Character Count: 0 Send Message

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# Sharing best practices on a global assistance solution

Medical	Security & Crisis Assistance
Website providing 24/7 Medical Information Country/City guides and email alerts	Website providing 24/7 Security Information Country/City guides and email alerts
Medical advice 24/7 by phone Direct access to our medical experts	Security advice 24/7 by phone Direct access to our security experts
Worldwide network of health providers	Worldwide network of security providers
Access to International SOS clinics	Access to our Crisis Units
Evacuation & logistics	
Communication: Membership App, Assistance cards, Webinars,	
Dedicated operational procedure – Account Manager and service delivery manager- Customised activity reports- Assistance certificates	
TravelTracker solution – Medical & Security information sent proactively to the Business Travelers prior departure & during business trip. Real time localization for Managers	
Health & Travel Security training program: eLearning modules to prepare travelers to risks abroad, Virtual live and Face to Face to face country specific trainings.	



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## Thank you!

**Your contact at International SOS:**

Pietro Di Comite  
Business Development Manager  
+33 (0) 155 63 2999  
+33 (0) 6 86 81 95 76  
[pietro.dicomite@internationalsos.com](mailto:pietro.dicomite@internationalsos.com)



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