
INTERNATIONAL SOS
2026
Sustainability Report
WORLDWIDE REACH. HUMAN TOUCH.

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Statement From Our Founders

When we founded International SOS over forty years ago, we did so with a clear conviction: that organizations have a Duty of Care to protect their people, wherever they are in the world. That conviction is more relevant today than ever before.

International SOS has grown into a global organization supporting clients across an increasingly complex risk landscape. The operating environment has changed significantly. It is continuously shaped by geopolitical volatility, security and health threats, natural hazards, workforce mobility, and rising expectations of organizational responsibility. Yet amid this complexity, one principle has remained constant: resilient organizations are built on the strength, safety, and wellbeing of their people.

For us, sustainability is not a separate agenda. It is fundamental to how we create enduring value. How we operate responsibly. How we protect our business to provide protection for others. Over the past year, we have taken further important steps to strengthen that foundation. This includes completing our second Group-wide carbon footprint assessment and establishing a more robust methodology for environmental data collection and reporting. We have also embedded stronger governance and accountability for sustainability across the organization. These are important building blocks as we improve how we manage our impact and strengthen long-term resilience.

Just as importantly, we continue to invest in the people and culture that set International SOS apart. We are proud of the progress being made to strengthen learning and leadership development, foster a culture of respect and care, and support an inclusive, high-performing workplace across our global network. We are encouraged by the external recognition we have received for our people practices. What matters most is creating an environment where our colleagues can thrive and continue delivering exceptional service to our clients.

This report reflects our continued commitment to building a business that is resilient, responsible and relevant in the long-term. We are proud of the progress made and clear about the work still ahead. We are steadfast in the role we will continue to play in helping organizations protect their people and operate responsibly in a rapidly changing world.

Arnaud Vaissié
Co-founder, Chairman & Chief Executive Officer

Dr Pascal Rey-Herme
Co-founder & Group Medical Director



Our Company

Founded in 1985, the International SOS Group has been a pioneer in the international security and medical risk services sector for 40 years. Headquartered in London and Singapore, our core mission is to protect and save lives by safeguarding the global workforce from security and health threats.

Guided by our founding philosophy, 'Worldwide Reach. Human Touch.', we act as a trusted advisor to over 9,000 organizations globally, including most of the Fortune Global 500, mid-size enterprises, governments, educational institutions, and NGOs. With over 13,000 global experts supporting our clients from 1,200 locations in 90 countries, we deliver integrated security, medical, and digital risk management and wellbeing solutions in over 110 languages, 24/7, 365 days a year.

Our solutions support business continuity, empower resilience, and enable our clients to fulfil their Duty of Care responsibilities in an increasingly complex global risk landscape.

Our Value Creation Model: An Expertise-Driven Approach

Our business model is driven by expertise. We create value by combining our experts' skills, strategic intelligence, and a globally connected digital network. This model allows us to transform key resources into solutions for our clients.

1. Our Key Inputs (Capitals)

- **Human & Intellectual Capital:** Our multidisciplinary teams of doctors, security specialists, logistics experts, and digital engineers.
- **Digital & Technological Capital:** Risk management platforms including Quantum Critical Event Management, the International SOS Assistance App (more than 1.5 million users), MedAire's (an International SOS company and global leader in aviation and maritime health, safety and travel security services) In-Flight App (350,000 users), and Tracker, which located over 8 million employees in 2025.
- **Relationship & Network Capital:** A continually monitored global provider network of 91,000+ security, medical, aviation, and logistics partners, supported by 250+ annual country trips and 1,500 provider assessments.
- **For Individuals:** 24/7 peace of mind, physical and mental wellbeing support, and life-saving interventions in critical moments.

2. Our Core Business Activities (Transformation)

- **Proactive Mitigation:** Conducting consultative risk assessments, site monitoring, and implementing robust preventive security and health programs.
- **Actionable Intelligence:** Delivery of around 12,500 verified security and medical alerts annually, supported by 25 Security Centres.
- **Dynamic Response:** Coordination of global emergency operations, including over 700 security and medical evacuations in 2025 and 4.3 million assistance calls managed through our 29 Assistance Centres.

3. Value Delivered (Outputs & Outcomes)

- **For Clients:** Enhanced operational resilience, reduced absenteeism, controlled healthcare costs, and verifiable compliance with frameworks like ISO 31030 and ISO 9001.
- **For Individuals:** Life-saving interventions and global access to high-quality care through 52 International SOS and partner clinics and 19 Response Centres.

Worldwide Reach. Human Touch.



13,000

GLOBAL SECURITY AND HEALTH EXPERTS

Includes over 4,400 medical professionals and 1,000 security specialists standing by 24/7.



1,200

LOCATIONS ACROSS 90 COUNTRIES

Delivering localized support in over 110 languages and dialects to ensure no one is left behind.



52

CLINICS

Delivering high-quality medical care to support workforces in complex environments.



29

ASSISTANCE CENTRES MANAGING 11,000+ DAILY CALLS

A unified global network operating 24/7/365 to provide immediate emergency coordination.



91,000

RIGOROUSLY VETTED NETWORK PROVIDERS

An industry leading partner network spanning security, healthcare and aviation services.



750+

REMOTE AND WORKPLACE SITES

Delivering on-the-ground security and medical support to clients' operations worldwide.

Strategic Business Lines

To meet the diverse needs of our stakeholders, our commercial operations are structured across strategic business lines:



Travel Risk Management & Assistance

Comprehensive solutions combining 24/7 access to Assistance Centres with technology-driven intelligence to support business and domestic travellers, including emergency medical and security evacuations.

Security and Health Consulting

Strategic advisory services that help organizations design crisis response plans, navigate regulatory compliance, and implement holistic critical event management.

Medical Supply

Global procurement, assembly, and distribution of high-quality pharmaceuticals, vaccines, and medical equipment.

Workplace Health Solutions & Clinics

Provision of primary care, occupational health, mental health resilience programs, and medical staffing - particularly for complex, remote, or offshore operations.

Government Services

Integrated medical and security solutions for governments, defence, and international organizations, supporting companies with pre-deployment screening, aero-medical evacuation, telehealth, supply chain management, and expeditionary medical support.

MedAire (Aviation & Maritime)

Specialised support for aviation and maritime clients, covering calls, in-flight medical emergencies and fit-to-fly assessments.

Our Values and Foundation

International SOS is the registered trademark for the group of companies operating under the holding company AEA International Holdings Pte. Ltd., headquartered in Singapore. While we operate as a commercial company, we remain strongly committed to giving back to the global community. Our corporate identity and sustainability strategy are linked to our core values: Passion, Expertise, Respect, and Care. These values guide our interactions with clients, subscribers, partners, and employees.

In 2011, International SOS provided a grant to launch the International SOS Foundation, an independent, not-for-profit organization dedicated to advancing the health, safety, and security of workers worldwide. The Foundation supports global research, training, and policy development in Duty of Care, worker protection, and safe travel.

In the FY24/25, the Foundation continued expanding its global educational outreach, strengthening evidence-based practices across industries and supporting organizations in meeting evolving health and safety expectations.



Our Client Stories

Operational Excellence at Altitude: Iqarus' Support of the HAC Expedition

On 19 May 2025, the Honourable Artillery Company (HAC) became the first mixed-gender team of British Army Reservists to summit Mount Everest. Behind the ascent was Iqarus, an independently managed subsidiary of the International SOS Group that specializes in delivering frontline healthcare in the world's most challenging environments. Iqarus deployed an expedition-experienced paramedic and fielded Black Space Technology's wearable health-monitoring kit, providing the climbers with real-time physiological insights and on-the-spot clinical support from Base Camp (5,364m) to the Death Zone.



The Challenge

Everest exposes climbers to extreme altitude, volatile weather and rapid-onset conditions such as acute mountain illness (AMI), frostbite, and Khumbu cough. Conventional medical facilities are days away, leaving teams vulnerable if symptoms escalate. The HAC needed a self-contained, reliable medical solution that could:

- Detect early signs of altitude-related illness.
- Provide immediate treatment anywhere on the mountain.
- Maintain detailed health surveillance to guide critical decisions.

The Solution

Iqarus deployed one of our medical experts, Jason, a highly experienced SORT-trained expedition paramedic with 30 years of mountain and military experience, to support the HAC's medical operations. He was embedded with the team for the full six-week mission, working alongside and supporting the expedition's Clinical Lead, Dr Nishma Shah. Together, they delivered:

- 24/7 medical cover during acclimatisation rotations, summit pushes and rest periods.
- Rapid treatment for diarrhea & vomiting, Khumbu cough and frostnip, preventing wider outbreaks.
- A ready evacuation plan for severe cases, including IM dexamethasone, PAC access and helicopter coordination.

Black Space Technology's rugged telemetry system captured peripheral capillary oxygen saturation (SpO_2), heart rate, blood pressure and 12-lead electrocardiograms (ECGs) without relying on internet connectivity. Data could be reviewed on-site and relayed to the wider Iqarus clinical network when needed.

Impact

- **Historic summit, safe descent**: Two HAC climbers reached the top; all personnel returned without serious injury.
- **Risk kept in check**: Early diagnosis and decisive care contained diarrhea and vomiting, Khumbu cough spikes and isolated frost-bite, eliminating mission-ending medical evacuations.
- **Scientific value added:** The team collected Global Atmospheric Plastic Survey (GAPS) samples between Camps 1–3, expanding high-altitude microplastic research.
- **Proof of concept:** Black Space Technology functioned reliably above 7,000m, validating its use for future remote and military operations.

By embedding specialist clinicians and proven tech, Iqarus turned one of Earth's most hostile environments into a controlled operating area, demonstrating how targeted medical support can push the boundaries of human and organizational ambition while keeping people safe.

Our Client Stories

Multi-Client Evacuation During Pakistan Airspace Disruption

Amid geopolitical tensions between Pakistan and India in May 2025, sudden airspace closures left travellers stranded and international carriers scrambling. With little time to act, we were entrusted with a complex, high-stakes mission: coordinating and executing an emergency air evacuation from Pakistan for personnel from three clients.

This urgent operation exemplifies the strength of pre-established local partnerships, integrated global aviation logistics, and precise coordination under pressure.



The Challenge

The escalating situation led to widespread flight cancellations and severely restricted airspace, making commercial departures nearly impossible. Clients needed a swift, secure solution to extract personnel from different parts of Pakistan and transport them safely out of the country.

The complexity increased with the involvement of three distinct organizations, each relying on our expertise to manage the risk and deliver a coordinated evacuation with no room for error.

The Solution

Our team in Dubai, consisting of operations, aviation and security specialists, activated a multi-layered emergency response across air, land, and local networks to deliver a seamless evacuation:

- **Aviation Coordination Across Borders:** Our regional Aviation Transportation team sourced and secured a Pakistan-registered charter aircraft already positioned in Islamabad to allow for rapid turnaround.
- **Secure Ground Transportation:** On 9 May 2025, just two days after the escalations heightened, seven passengers were safely relocated from Lahore and northern Islamabad to secure, pre-assessed hotels in Islamabad, with the support of our in-country Security Partner.
- **Multi-Client Consolidation:** Seven passengers from three clients were consolidated into a single charter, optimising resources while maintaining operational and privacy protocols.
- **Precision Departure Execution:** All passengers were moved to Islamabad Airport on 10 May using trusted Secure Ground Transportation.
- **Seamless Onward Support:** Upon arrival in Dubai, a dedicated reception team from our Dubai Assistance Centre ensured immediate onward transfer to the next destination.

Impact

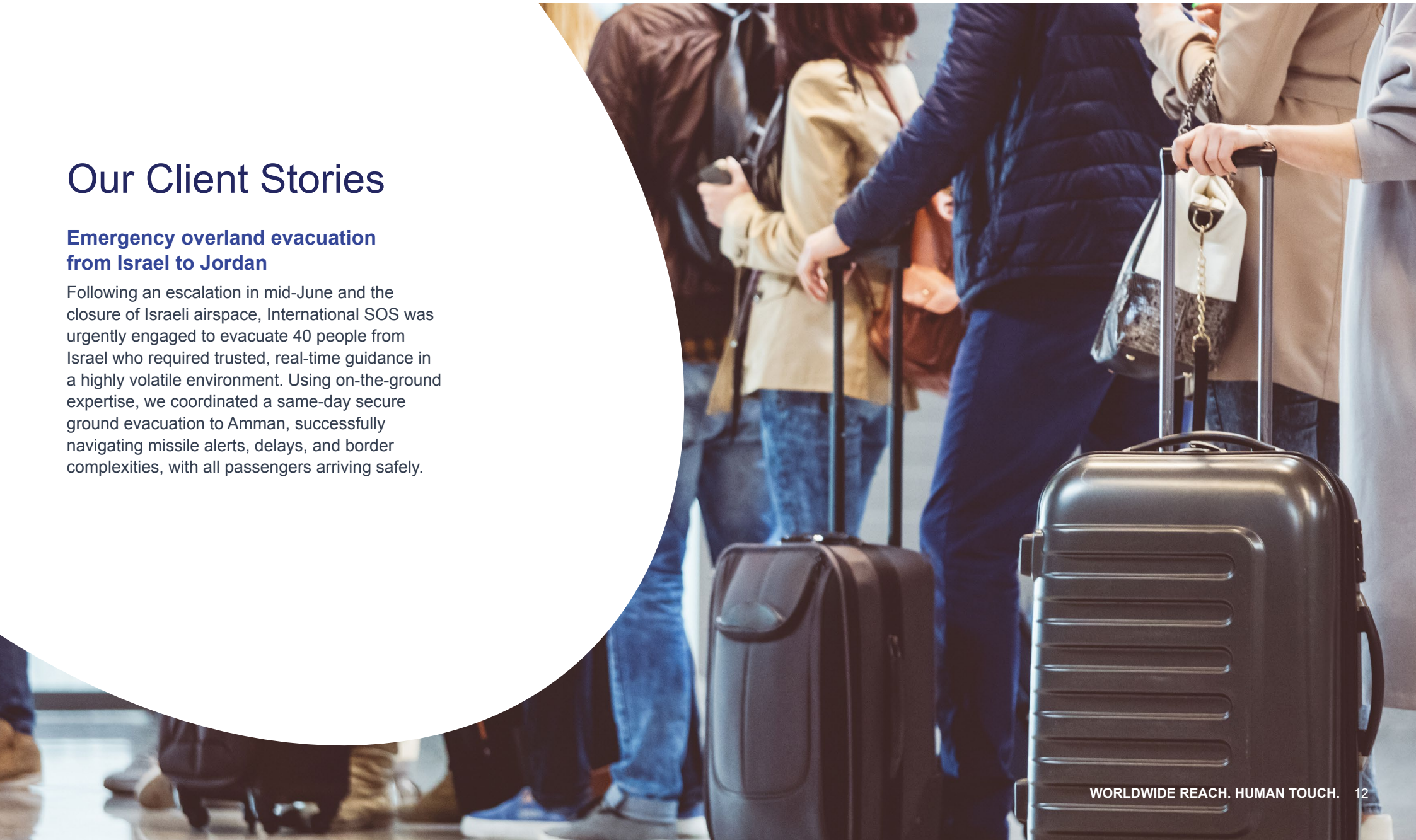
Through strategic coordination and deep regional knowledge, our clients were able to be safely evacuated under challenging and rapidly evolving conditions:

- **Zero Incidents:** Despite severe airspace constraints, the operation was executed within a 24-hour window with no delays or safety concerns.
- **Multi-Client Evacuation Efficiency:** Consolidating passengers from three separate organizations reduced cost and complexity while ensuring tailored support for each client's requirements.
- **Trusted Execution in Crisis Conditions:** The operation demonstrated our ability to lead under uncertainty, reinforcing International SOS as a trusted partner for crisis response and Duty of Care.
- **Integrated Global-Local Response Model:** Robust cross-border crisis logistics, powered by on-the-ground security partners and global aviation teams working in unison to provide a timely and effective response.

Our Client Stories

Emergency overland evacuation from Israel to Jordan

Following an escalation in mid-June and the closure of Israeli airspace, International SOS was urgently engaged to evacuate 40 people from Israel who required trusted, real-time guidance in a highly volatile environment. Using on-the-ground expertise, we coordinated a same-day secure ground evacuation to Amman, successfully navigating missile alerts, delays, and border complexities, with all passengers arriving safely.



The Challenge

Following the 13 June commencement of hostilities between Iran and Israel, the subsequent closure of Israeli airspace to non-governmental flights, and the change in our evacuation monitor to Evacuate Non-Essential Workforce on 16 June, many clients reached out to International SOS to urgently assist with evacuating their staff from Israel. Among these was a transport manufacturer with 36 employees in the country, and a mother and her three children, based in Tel Aviv and Jerusalem.

These clients needed more than just transportation; they needed a trusted partner with on-the-ground expertise. With access to real-time intelligence, we were able to guide them through a volatile, unpredictable environment.

The Solution

We were able to recommend the most viable option for both groups to depart the country on the same day: a secure ground movement by bus to Amman, Jordan, on 17 June. Drawing on recent operational experience from a January 2025 deployment and previous evacuation experience, we advised the clients to use the Sheikh Hussein/Jordan River border crossing. Within a day of the request, we activated our credentialed in-country security partner and arranged transport, complete with a secure escort on both sides of the Israeli and Jordanian borders. Our team gave clients a detailed briefing on what to expect during the journey, including potential delays, sheltering procedures, and border-crossing logistics.

As the group travelled, missile alerts forced them to take shelter en route. We monitored the situation in real time, providing immediate guidance and reassurance to the convoy. At the border crossing, long queues and heightened security checks caused further delays. Our team remained in constant contact, answering questions and helping the group confidently navigate each challenge.

Impact

Despite the dangers and delays, the evacuation was a success. All 40 passengers arrived safely in Amman, where accommodation and onward flights had already been arranged. The clients expressed heartfelt gratitude for the professionalism, calm guidance, and unwavering support throughout the ordeal.

This operation demonstrated the critical value of having a trusted global Travel Risk Management partner with deep regional knowledge, operational readiness, and a commitment to Duty of Care, even in the most complex and high-risk environments.



Our Sustainability Strategy

A sustainable future is essential to our core mission of protecting health and security worldwide. We believe that true leadership requires transparency, which is why we have voluntarily disclosed our impact since 2019. This section outlines the strategy that brings our commitments to our planet, our people, and our principles into action.

General Basis for Preparation of the Sustainability Statement

The information and data contained in this report cover the Fiscal Year from 01 July 2024 to 30 June 2025. The reporting scope reflects the International SOS Group's global presence, which includes headquarters in London and Singapore. The consolidated data encompasses over 150 operational and non-operational facilities across our business lines in more than 90 countries worldwide.

We continuously monitor the evolving sustainability reporting landscape to ensure our disclosures remain robust, transparent, and compliant with emerging global standards. As a global organization with headquarters in London and Singapore, we are actively reviewing the progress and implementation of future legislation, including the Corporate Sustainability Reporting Directive (CSRD) and the United Kingdom Sustainability Reporting Standards (UK SRS). The company uses the CSRD and the Global Reporting Initiative (GRI) standards as references to build this sustainability report.

Role of the Administrative, Management and Supervisory Bodies

Our governance structure combines clear leadership accountability with integrated data management systems.

- The highest level of oversight for our sustainability strategy resides with the Sustainability Board, established in 2011 to guide the Group's sustainability direction and ensure alignment with overarching business objectives.
- Operating directly under the Sustainability Board is the Sustainability Committee. This body comprises cross-functional senior leaders with diverse backgrounds, business areas, expertise, and geographic regions.
- To support effective environmental management, we have implemented a structured system embedding accountability across core operational functions, integrating teams from Finance, Real Estate, and Travel Management across the Group.

Our Sustainability Board



Baptiste Vaissié
Group Chief Financial Officer



Laurent Fourier
CEO Health & Security, Subscription Services



Kai Boschmann
Chief Marketing & Communications Officer



Dr Myles Neri
Group Medical Director, Medical Services

Our Material Topics

At International SOS, understanding the issues that matter most to our stakeholders and our business is the foundation of our sustainability strategy. Since our initial comprehensive materiality assessment in our FY18/19 Sustainability Report, the company has conducted reviews to ensure our focus areas remain aligned with evolving priorities and stakeholder expectations.

This year, we have reviewed and updated our existing materiality matrix. This update was necessary to ensure our priorities accurately reflect the rapidly shifting global risk landscape. As highlighted in our annual Risk Outlook, the world is experiencing increased fragmentation due to geopolitical instability, extreme weather events, and resource scarcity. By refining our material topics, we ensure that our sustainability strategy directly addresses these emerging macro-trends and their impact on global workforce resilience.

As the regulatory landscape for sustainability reporting evolves, we are committed to continuously maturing our reporting methodologies. To build on our current framework and prepare for future regulatory requirements, we are working to conduct a comprehensive Double Materiality Assessment (DMA) later this year.

This upcoming DMA will allow us to evaluate our sustainability matters from two perspectives: the impact our business has on people and the environment (impact materiality), and the sustainability-related risks and opportunities that could affect our operational and financial position (financial materiality).

Until the new Double Materiality Assessment is finalised, our current strategy, actions, and reporting disclosures are guided by the following updated material topics, which represent our core operational and sustainability priorities for the year:

- Extreme Weather Resilience, Response & Assistance (Also Adaptation, Response)
- Geopolitical Situation
- Clients' Security & Health
- Employee Health, Safety and Wellbeing
- Excellence in Care & Patient Outcomes
- Travel Risk & Global Security
- Sustainable & Ethical Supply Chain
- Ethical Conduct & Stakeholder Trust
- Cybersecurity & Data Privacy
- Environmental Impact of our Operations
- Employee Development & Satisfaction
- Crisis Preparedness & Operational Reliability

Certifications and Operational Standards

Our commitment to quality, security, and sustainability is demonstrated through our adherence to international standards across our business lines, demonstrating our operational reliability:

ISO/TS 13131: Certified for the delivery of Telehealth services.

ISO 45001: Certified for Occupational Health and Safety for our Medical Services operations

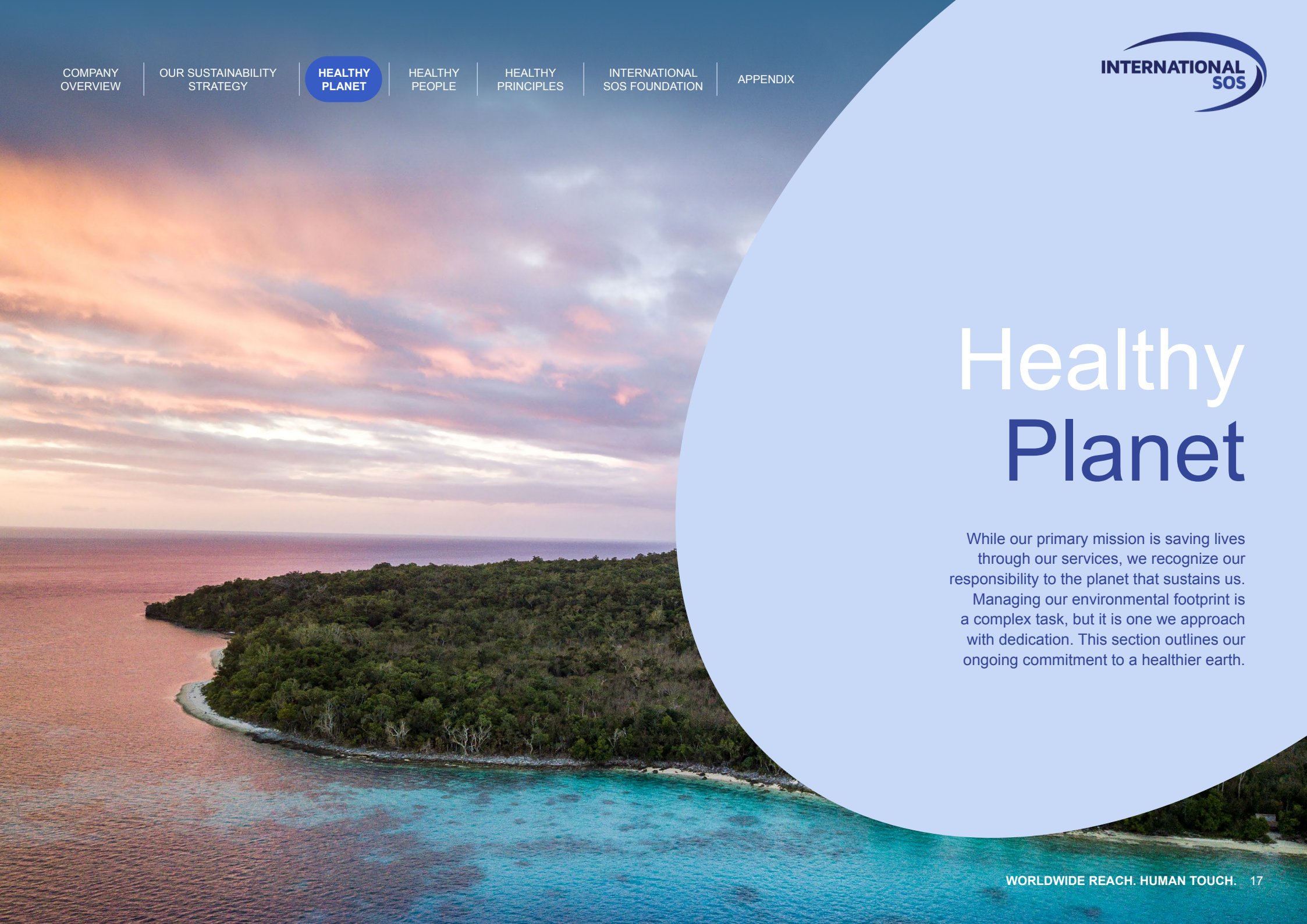
ISO 9001: Quality management

ISO 27001 & 27701: Information security and privacy management

SOC 2 Type II: Internal controls

CSA STAR Level 2: Security of cloud-based digital solutions

ISO 14001: Certified for our Medical Supply operations



Healthy Planet

While our primary mission is saving lives through our services, we recognize our responsibility to the planet that sustains us. Managing our environmental footprint is a complex task, but it is one we approach with dedication. This section outlines our ongoing commitment to a healthier earth.

The world is experiencing an unprecedented surge in extreme weather conditions. According to the World Meteorological Organization, recent years have brought record-breaking heatwaves, floods, and storms across continents, resulting in severe economic losses and widespread impacts on global health and infrastructure. At International SOS, we recognize that the increasing frequency and severity of extreme weather conditions are no longer simply a regulatory or insurance matter: they are a critical strategic issue that directly impacts the safety and productivity of the global workforce.

As a trusted advisor in security and health, we prioritize supporting global resilience and emergency response to extreme weather conditions. We have evolved our capabilities beyond reactive emergency response to become strategic partners in resilience. By integrating early warning systems, strengthening local resource networks, and deploying rapid on-the-ground support, we help organizations navigate the complex risks posed by natural hazards and extreme weather, ensuring they can protect their people wherever they operate.

While we actively support our clients in mitigating these risks, we also recognize our responsibility to minimize the environmental footprint of our own operations. We understand that our global activities, including healthcare service delivery, logistics, business travel, and support functions, have an associated environmental impact.

To manage risks and opportunities related to extreme weather effectively, we have embedded environmental governance at the highest levels of our organization, under the oversight of our Sustainability Board. Guided by our Environment Policy, our strategy for a healthy planet is focused on driving improvement across four material pillars:

- Energy and Greenhouse Gas (GHG) Emissions: Implementing data-driven strategies to track and reduce our Scope 1, 2, and 3 emissions.
- Biodiversity Conservation: Ensuring our operations respect local ecosystems to mitigate our impact on nature.
- Waste and Resource Management: Promoting efficient material use, responsible consumption, and strict compliance for the disposal of medical and clinical waste.
- Water Management: Identifying opportunities for water reduction initiatives and engaging our supply chain to understand water-related risks.

By integrating these environmental considerations into our daily business operations, we aim to build a resilient organization that contributes to the preservation of our planet while upholding the service standards our stakeholders expect.



Greenhouse Gas Emissions

International SOS recognizes that resilience and adaptation to environmental challenges are essential to sustainable business practices. In 2024, we established a robust environmental data and reporting methodology to serve as the foundation for transparent reporting. Our Greenhouse Gas (GHG) emissions inventory aligns with the GHG Protocol Corporate Standard, and we are actively working towards aligning with new regulations.

We apply the Operational Control approach to define our reporting boundary. This encompasses our operational sites where we maintain decision-making power over operating policies. To ensure data integrity, we have implemented a system for collecting data, categorizing entries based on record quality and source reliability.

In FY24/25, we completed our first Group-wide comprehensive carbon footprint assessment. The results of this inventory are as follows:

Scope 1: 383.68 mton of CO_2

Scope 2: 5830.08 mton of CO_2

Scope 3 (category 6): 10106.78 mton of CO_2

Our electricity consumption in FY24/25 was 11972.81 MWh.



Decarbonization Actions and Levers

We are actively evaluating opportunities to reduce emissions across our operations while maintaining service excellence. Key initiatives include:

1. **Sustainable Aviation and Travel:** Our MedAire business line has achieved the National Business Aviation Association's (NBAA) Sustainable Flight Department Accreditation. This accreditation focuses on optimizing sustainability culture, specifically reducing CO_2 emissions associated with personnel air travel. Additionally, we partnered with APTI and Thrust Carbon to centralize travel data, enabling precise calculation and strategies for travel-related emissions.
2. **Carbon Sequestration:** We have partnered with EcoMatcher to offset our environmental footprint by donating and planting 3,060 trees in India and Nepal. Our trees have sequestered 254.3 tons of CO_2 year to date, and by the end of their lifespan will have sequestered 765 tons of CO_2, equivalent to 325,532 liters of petrol.

EcoMatcher

Biodiversity

International SOS recognizes the importance of protecting biodiversity. We are at an early stage of analyzing and identifying opportunities to reduce environmental impact.

To formalize our approach, our Environment Policy addresses Biodiversity Conservation. The policy includes:

- **Compliance and Responsibility:** Conducting operations in a responsible manner compliant with applicable biodiversity regulations.
- **Mitigation Hierarchy:** Where activities may occur near biodiversity-protected or environmentally sensitive areas, we commit to seeking to avoid, minimise, or mitigate potential impacts and respecting local ecological values.
- **Awareness:** Encouraging awareness among employees, suppliers, and partners regarding the value of biodiversity and promoting responsible practices.

We are building partnerships with leading organizations to leverage expertise and integrate data insights that support biodiversity objectives. Our current key initiatives include:

Our London headquarters serves as a flagship model for urban biodiversity integration. We have implemented a stand-alone Biodiversity Strategy for the site, which includes:

- **Flora Enhancement:** The introduction of 110 new plant species into the ecosystem and the planting of 5,914 new trees.
- **Ecosystem Support:** The management of a robust bee-keeping and gardening facility to support local pollinators.
- **Recognition:** These efforts have established the site as a Principal winner of the BALI Biodiversity Award and a recipient of the Green Flag Award.

Our partnership with EcoMatcher aforementioned.

Waste and Resource Management

As a global provider of medical and security risk services, International SOS recognizes that our daily operations consume resources and generate waste. We are committed to minimizing our environmental footprint by advancing circular economy principles and ensuring the safe, compliant disposal of hazardous and medical materials.

We are committed to managing waste generated by our operations safely, responsibly, and in compliance with applicable laws and regulations. Our strategy focuses on:

- Minimizing waste generation through the efficient use of materials, responsible consumption, and the active promotion of waste reduction, reuse, and recycling wherever practicable.
- Pursuring continuous improvement by engaging with employees, suppliers, and partners. Through collaboration and awareness initiatives we aim to embed responsible waste practices into daily decision-making processes across our operations.

Given the nature of our healthcare operations, we place the highest priority on the proper handling and disposal of medical waste. We ensure that all clinical waste is managed through approved, licensed channels, in full compliance with all applicable health, safety, and environmental regulations.



Healthy People

Saving lives is what we do, but supporting people is who we are. Beyond our daily operations, we are dedicated to the wellbeing of our employees, our clients, and the communities we serve. This section outlines how we put people first in everything we do.

Own Workforce

Health and Safety

Protecting the health, safety, and wellbeing of our people, clients, and others affected by our operations is a priority for International SOS. Our approach to occupational health and safety is governed by our OH&S Policy and delivered through a structured Occupational Health and Safety Management System (OHSMS), which drives consistency, compliance, and continual improvement across our global operations.

Our occupational health and safety practices are aligned with internationally recognized standards to ensure the systematic identification, assessment, and control of workplace risks. International SOS' commitment to effective OHS risk management, governance, and continual improvement is demonstrated through ISO 45001 certification for our Medical Services business line, providing internationally recognized independent assurance of the OHS Management Systems. Our management system is designed to identify, assess, and eliminate hazards effectively, ensuring compliance with all local OH&S laws and regulations in the jurisdictions where we operate.

Senior leadership accepts full accountability for the performance of the OHSMS. Oversight is provided through a formal governance structure, including:

- **OH&S Steering Committee:** Appointed to provide strategic oversight, monitor health and safety performance, review risks and trends, and ensure agreed safety objectives are achieved across the business.
- **Regional Accountability:** Responsibility for implementing the OHSMS is embedded across regions, with accountability for communicating and applying relevant standards, procedures, and risk controls appropriate to local operating contexts.
- **Worker Participation:** We actively consult workers at all levels and foster their participation in OH&S Committees, risk assessments, incident investigations, and decision-making forums related to health and safety.

Given the nature of our operations, including on-site medical support, security consulting, and crisis response, our workforce may be exposed to health and security risks, including biological hazards, infectious diseases, and physical threats. These risks are actively managed through our OHSMS, with a focus on prevention, preparedness and continual improvement, including:

- **Rigorous Protocols:** Comprehensive measures for infection control, contingency planning, and emergency response to optimise business continuity.
- **Training and Competence:** Recruitment of appropriately qualified personnel, supported by role-specific inductions, mandatory training, and competency assessment to ensure activities are performed safely and in accordance with established standards.
- **Wellbeing Support:** In adherence to the International Labour Standard on Weekly Rest, we ensure employees are provided with a minimum consecutive 24-hour rest period per week. Furthermore, all employees globally have access to our Employee Assistance Program and internal wellness support.
- **Zero Tolerance:** A strictly enforced alcohol- and drug-free workplace policy is maintained to protect the health, safety, and performance of all personnel.
- **Monitoring and Continuous Improvement:** Proactive hazard identification, near-miss and incident reporting, investigation, and corrective action processes are embedded within our management system, supported by regular audits, performance monitoring, and management review to drive continual improvement. We monitor our health and safety performance through formal reviews and the evaluation of OHSMS data.

Respect and Care

International SOS fosters a culture where all employees feel valued and supported. Our approach is anchored in our core corporate values of Respect - treating all stakeholders with integrity, and Care -making a real difference to the lives of our people. We remain committed to fairness and equal opportunity for all, creating a respectful working environment where employees are hired and promoted based on merit, talent, skills, and experience.

Our commitment to Respect and Care is formalised in our Labour and Individual Rights Policy and our Code of Conduct and Ethics, which set clear expectations for behaviour and standards across the organization. These policies provide for:

- **Fair Treatment and Non-Discrimination:** We prohibit unfair or unlawful discrimination and are committed to ensuring consistent and objective employment practices.
- **Zero Tolerance for Harassment and Violence:** We maintain a work environment free from violence, intimidation, and unlawful harassment, including unwelcome conduct or behaviour that undermines dignity at work.
- **Merit-Based Progression:** Access to development and leadership opportunities, including senior leadership roles, is based solely on individual capability, performance, and experience.
- **Alignment with International Frameworks:** Our policies are aligned with the UN Guiding Principles on Business and Human Rights and the core labour standards of the International Labour Organization (ILO).

To embed these values into our daily operations and ensure tangible outcomes, we implement the following actions:

- **Mandatory Training:** All employees complete an annual Global Compliance Course, which includes specific training modules on diversity, discrimination, and harassment.
- **Employee-Led Committees:** We empower our workforce through volunteer-led Respect and Care committees operating at our sites globally to ensure our people thrive.

Our efforts to foster an inclusive and positive workplace culture have been recognized externally:

- **Top Employer Certification (2025):** Awarded to International SOS in the UK and Germany, recognising our people practices.
- **Happy Companies to Work For (2025):** Recognized in Asia for demonstrating a people-centric culture and high employee morale.



Learning and Development

International SOS is dedicated to the ongoing growth of our workforce, recognising that professional development is vital for employee job satisfaction and the long-term success of our organization. We believe that enhancing our people's skills, knowledge, and engagement is key to our sustained success. We proactively encourage employees to excel in their roles and pursue their career goals by investing in their development and fostering a culture of continuous learning.

Our approach is guided by our Labour and Individual Rights Policy, which requires us to enhance our employees' skills and competencies through regular performance reviews, coaching, and education.

For our leaders, we are dedicated to fostering internal talent through targeted leadership development programs. Our extensive range of initiatives is tailored to different organizational levels, with the goal of building a robust global pipeline for senior leadership positions and increasing internal promotion rates.

As participants progress through these programs, they cultivate the essential skills needed to excel and deliver exceptional results through effective leadership. For our most seasoned leaders, we provide the Executive Leadership Development Program (ELDP) - a challenging six-month course designed to prepare high-potential leaders for senior roles within the next two years.

In addition to ELDP, we provide executive coaching through external accredited partners, alongside a carefully selected range of programs from leading business schools, aligned with our leadership competencies to ensure focused, high-impact development.

To help our people reach their full potential, we offer access to a comprehensive development program that covers core professional skills through to advanced leadership capabilities. This program aligns with our global competency framework, establishing consistent expectations, shared standards, and a common language for performance, development, and career progression throughout the organization. Throughout our program, we have achieved an average Net Promoter Score of 75, demonstrating the high quality and impact of our learning and development initiatives.

All employees have access to internal coaches who offer support across a wide range of development and career topics, helping individuals turn insights into focused, actionable development plans. When additional expertise is needed, external accredited coaches are also available. Through this investment, we aim to increase internal progression.

Our Empower Mentoring Program aims to accelerate the development of high-potential talent. Through the program, participants develop essential skills, access valuable resources, and grow their internal networks, strengthening our leadership pipeline and boosting our future executive talent pool.

Reflecting our ongoing commitment to learning and development, **International SOS has been recognized as a winner of Training Magazine's 2026 Training MVP Awards, ranking 50th globally among leading organizations for employee training and development.**

To uphold our high ethical standards, all employees and third-party personnel must complete the web-based Global Compliance Course annually. This compulsory program covers essential topics such as information security, data protection, and anti-corruption.

The total learning time hours for FY24/25 is



Workers in the Value Chain

International SOS relies on an extensive global network of suppliers, contractors, and medical and security providers to deliver our services. We recognize that our procurement activities may be linked to potential human rights and labour impacts within our value chain. Consequently, we actively identify risks related to modern slavery, forced or bonded labour, child labour and occupational health and safety in addition to legal and regulatory compliance risks.

All identified risks are assessed, monitored and mitigated through clear preventive measures and remediation processes.

Our dedication to safeguarding workers' rights is anchored in our Labour and Individual Rights Policy and our Supplier Code of Conduct. These frameworks are guided by the UN Guiding Principles on Business and Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work.

We require all business partners to uphold these ethical standards, specifically regarding:

- **Modern Slavery & Forced Labour:** A strict zero-tolerance approach to any form of forced, bonded, or involuntary labour. Workers must maintain control over their identification documents, and no fees or payments related to the employment process may be charged to workers.
- **Child Labour:** Prohibition of employing children under the legal age of employment. Furthermore, workers under the age of 18 must not perform night shifts or any hazardous work that could jeopardize their health, safety, or moral development.
- **Freedom of Association:** Suppliers must respect workers' rights to freely associate, join trade unions, and bargain collectively in accordance with local laws, without fear of discrimination or retaliation.
- **Fair Working Conditions:** Timely payment to workers with clear communication of payment, and the prohibition of mental and/or physical coercion.
- **Health and Safety:** Provision of a safe and healthy work environment for all employees working at their sites, including emergency preparedness plans. Any Provider representative working on-site at an International SOS facility must adhere to our internal safety standards.
- **Risk Identification and Assessment:** Evaluation of our global supply chain to identify and mitigate potential compliance, human rights, and labour risks.

To ensure workers in our value chain have a voice, we provide accessible channels to raise concerns. Our Whistleblower Policy explicitly applies to external contractors and consultants, offering a confidential avenue to report suspected misconduct. Furthermore, our Supplier Code of Conduct mandates that suppliers provide their own employees with a confidential grievance mechanism to report concerns without fear of reprisal.

To prevent human rights abuses and ensure our standards are upheld, we have implemented a risk-based due diligence framework within our procurement processes:

- **Screening, Due Diligence and Audits:** International SOS reserves the right to verify supplier compliance with our Code through self-assessments, requests for documentation, or on-site audits. We rigorously assess targeted suppliers through financial evaluations and alignment with our Supplier Code of Conduct. Suppliers are expected to fully cooperate during these verification processes.
- **Internal Capacity Building:** All staff who undertake procurement activities receive additional, specialised training so they are equipped to follow processes designed to reduce the risk of engaging with suppliers involved in modern slavery. Furthermore, 100% of our Supply International Quality Assurance and Sourcing teams have completed mandatory Sustainable Procurement Policy training.
- **Supply Chain Cascading:** We expect our suppliers to implement adequate management systems to ensure compliance and to actively enforce these or comparable responsible business standards within their own supply chains.

Affected Communities and Community Engagement

At International SOS we engage with our local communities to create social value. The following section highlights some initiatives that demonstrate our commitment to supporting the societies in which we operate.

ENI Ghana Health Awareness Campaign: Phase 2

We have launched Phase 2 of the ENI Ghana Community Health Awareness Campaign (CHAC) to deliver integrated health education, screenings, and access to care across 10 communities in the Ellembelle District, Ghana. During this phase, our focus shifted from simply raising awareness to driving measurable behaviour change and supporting early disease detection.

Since 2023, we have run these campaigns twice a year. We have reached about 14,000 community members and provided health education to more than 10,000 students. To ensure this support is sustainable, we also processed around 2,000 National Health Insurance Scheme (NHIS) registrations and renewals during each campaign, helping families overcome financial barriers to regular healthcare.

The data shows a clear and positive impact on the community. Medication adherence among patients diagnosed with non-communicable diseases improved significantly, reaching 75% compared to a baseline of 54%. We also saw prediabetes rates drop to 8%, down from 11% during our first campaign.

To keep this momentum going, we deployed local Community Health Workers as ‘Health Champions’ to support patient follow-ups. This approach successfully shifted 60% of patients toward formal, hospital-based monitoring. We also tested practical, hands-on solutions, such as assisting with the installation of mosquito nets, to address everyday physical barriers to good health.



Share the Joy: Christmas Celebration with Children from Canossaville

On 17 December, we had the privilege of hosting 20 children from Canossaville Children and Community Services for a dedicated Christmas celebration in Singapore. Driven by our organizational values the event was designed to foster genuine connection and provide an inspiring environment for the children. Over 80 employees volunteered, creating a warm, inclusive atmosphere.

A central highlight of the event was an educational, behind-the-scenes tour of our Assistance Centre. The children gained firsthand insight into how our medical, security, and operations teams coordinate to respond to global emergencies.

Beyond the educational tour, the event focused on connection through play and creativity. Employee volunteers led a variety of interactive activities, including a ‘Grant a Wish’ initiative, do-it-yourself Christmas card making, an energetic ‘burst your opponent’s balloon’ game, and a festive singalong.

To maximize the engagement’s impact, the company fully sponsored the event’s food, games, and direct gifts for the children. Additionally, our employees demonstrated remarkable generosity by raising over $3,500 through an internal donation drive. The shared moments of laughter, music, and learning reinforce our belief that kindness builds belonging and that giving is a way of living that defines our organization.



Heart-to-Heart: Connections at Sree Narayana Mission

On 11 December, our team collaborated with Sree Narayana Mission (Singapore) for a dedicated eldercare initiative centred on social inclusion and companionship. During this event, our volunteers spent an afternoon engaging in meaningful interactions with the resident seniors.

Recognising the importance of personal connections in reducing social isolation among the elderly, the event was organized to offer a personalized experience. With an exact 1:1 ratio of 16 employee volunteers to 16 seniors, the two-hour session facilitated genuine, uninterrupted conversations and shared activities.

The initiative highlights our dedication to supporting the wellbeing of vulnerable groups within our local communities. By dedicating time to listening, sharing stories, and being present, our volunteers helped cultivate a sense of belonging and dignity for the elderly. These intergenerational interactions not only enrich the lives of those we serve but also foster a stronger sense of empathy and purpose within our team, reinforcing our broader organizational values.





East Coast Park Beach Clean-Up and Family Day

On 12 October, we combined environmental stewardship with employee wellbeing during a dedicated Beach Clean-up and Family Event at Singapore's East Coast Park. Driven by a shared mission of environmental preservation, more than 60 volunteers, including colleagues, their families, and friends, gathered to actively restore and protect our local coastlines.

Over the course of the two-hour initiative, our volunteers successfully removed more than 100kg of waste from the sandy beaches. The operation was conducted with strict focus on health and safety, ensuring a secure environment for all participants and zero hazardous materials encountered during the collection process. This direct action prevents coastal pollution from entering marine ecosystems and preserves the natural landscape for the wider community.

Beyond the environmental benefits, the event was designed to support employee wellbeing and work-life balance. Favourable weather allowed participants to enjoy the outdoors and focus on family bonding. As a secondary highlight, the event featured a Family Cycling adventure, encouraging physical activity and team camaraderie as volunteers rode through Singapore's natural landscapes. This holistic approach ensures that our sustainability efforts nurture both our environment and our people.



Healthy Principles

Saving lives requires unwavering trust, and trust is built on integrity and responsible leadership. We believe that how we operate is just as critical as the services we provide, which is why strong governance is at the core of our business. This section outlines the ethical foundations and responsible practices that guide our global operations.

Corporate Culture and Business Ethics

International SOS is dedicated to maintaining its reputation as a trustworthy and ethical organization. Our approach to business conduct is anchored in our core corporate values: Passion, Expertise, Respect, and Care. These values guide our interactions with clients, members, and employees, ensuring we operate a safe, honest, and responsible business.

Our commitment is underpinned by the Code of Conduct and Ethics (the 'Code'), which applies to all officers, employees, and directors of International SOS globally. The Code sets rigorous standards that often exceed legal requirements, covering honest and ethical conduct, fair dealing, and the protection of legitimate business interests.

To ensure these standards are embedded across the organization, all employees are required to complete an annual Global Compliance Course, which includes training on the Code of Conduct and Ethics. In FY25/26, 96% of our employees completed the Global Compliance Course.

Our Code of Conduct and Ethics, among other group policies, are available at www.internationalsos.com/policy.



Prevention and Detection of Corruption and Bribery

International SOS maintains a zero-tolerance approach to bribery and corruption. Our policies strictly prohibit employees from paying bribes or receiving kickbacks, whether direct or indirect. A bribe is defined as giving a gift, payment, or item of value to secure a business advantage, while a kickback is receiving value to improperly secure a contract.

We are committed to complying with the United Kingdom Bribery Act, the United States Foreign Corrupt Practices Act (FCPA), and all applicable national and international anti-bribery regulations in the jurisdictions where we operate.

We actively prohibit any activity that facilitates money laundering or the funding of criminal activities. Employees are prohibited from knowingly dealing with criminals or the proceeds of crime, and any suspicion of money laundering involving a counterparty must be promptly reported to the Group General Counsel

We extend these expectations to our value chain. Our Provider Code of Conduct and Supplier Code of Conduct require providers to adhere to the highest ethical standards. Our supply chain must not act in violation of global anti-corruption laws and must not offer anything of value to improperly influence official acts.

Whistleblower and Grievance Mechanisms

International SOS encourages employees to report any suspected breach of the Code, professional standards, or law in good faith. We maintain an environment free from victimization, enabling senior management to adequately identify issues and manage risk.

We offer multiple channels for reporting suspected wrongdoing, ensuring accessibility and confidentiality:

- **Management Chain:** Employees are encouraged to discuss concerns with immediate managers or Human Resources.
- **Hydra-Incidents System:** Used for incident reporting and management with automatic escalation to functional management.
- **Anonymous Reporting Platforms:**
  - Integrity Reports: For non-Government Services matters.
  - EthicsPoint: Specifically for International SOS Government Services Division matters.

Our Whistleblower Policy defines protection arrangements for individuals who report suspected wrongdoing. The Group Manager Compliance serves as the Whistleblower Protection Officer (WPO), responsible for protecting whistleblowers from victimization. We respect confidentiality and protect the whistleblower's identity to the extent legally possible, and any retaliation against employees who raise a concern is grounds for disciplinary action, up to and including dismissal.

Political Engagement

International SOS maintains strict political neutrality. We do not make donations or provide gifts to political parties, organizations, or politicians. Additionally, employees are prohibited from devoting working hours or using International SOS assets (including the company name and logos) to support political campaigns or activities. The company made no contributions to political parties in FY24/25.

Governance and Accountability

International SOS has established a dedicated governance framework to ensure sustainability is integrated into our corporate strategy and operations. The governance bodies rely on the expertise of senior leadership, including our Co-founders, the Chairman & CEO, and the Group Medical Director, who actively guide the Group's sustainability efforts.



Sustainability Board (SB)

The SB includes members of our highest governing body (as described in page 15) and oversees the evolution of the Group's sustainability journey. Its primary duties include:

- **Strategic Oversight:** Overseeing the development of the sustainability strategy and verifying its alignment with the Group's mission, vision, and values.
- **Performance Monitoring:** Validating data and providing strategic support for the progress of sustainability performance.
- **Risk and Opportunity Management:** Reviewing the materiality matrix and ensuring the organization is prepared to adapt to or mitigate critical impact areas.

Sustainability Committee

The Committee's cross-functional composition ensures that sustainability considerations are addressed with the specific subject-matter expertise of its members. Meeting biannually, the Committee is mandated to:

- Set and review sustainability priorities and actions.
- Monitor tangible progress on the sustainability journey.
- Coordinate actions across the organization to ensure cohesive implementation of the strategy.
- To ensure alignment, a representative from the Sustainability Committee meets with the SAB annually to present performance updates, seek strategic feedback, and align on emerging priorities.

Sustainability Management and Operational Execution

To ensure the strategic integration of sustainability into operational processes, the Group Sustainability Manager leads the daily management of the function. This role reports directly to the Chief Marketing Officer, ensuring a direct line of communication between operational execution and executive leadership.

Accountability for robust data collection, verification, and emissions reporting is established through our core operational functions and is supported by our dedicated carbon footprint calculation platform.

Cybersecurity and Data Privacy

At International SOS, our ability to provide global security and medical assistance depends on a highly integrated and digitally connected worldwide infrastructure. Since we handle sensitive information, such as personal data and confidential patient medical records, cybersecurity and data protection are essential for our business continuity and the safety of our clients. The threat of a cyberattack or data breach not only jeopardises our operational resilience but also risks the privacy and trust of the individuals we serve. Therefore, maintaining a strong, industry-leading cybersecurity stance offers a strategic opportunity to enhance customer trust and demonstrate our commitment to protecting our stakeholders.

The security of our clients' data is a top priority. Our Data Protection Policy and Information Security Policy impose strict standards on how our employees receive, use, transfer, and store personal private data. Our employees are expected to handle information in accordance with strict security classifications and must limit the transfer of personal data to circumstances permitted by our contracts and applicable laws.

To proactively prepare for the evolving threat landscape and ensure the effectiveness of our controls, International SOS relies on extensive external validation, continuous system monitoring, and mandatory capacity-building.

ISO/IEC 27001:2022 (Information Security Management)

ISO/IEC 27701:2019 (Privacy Information Management)

SOC 2 Type II attestation

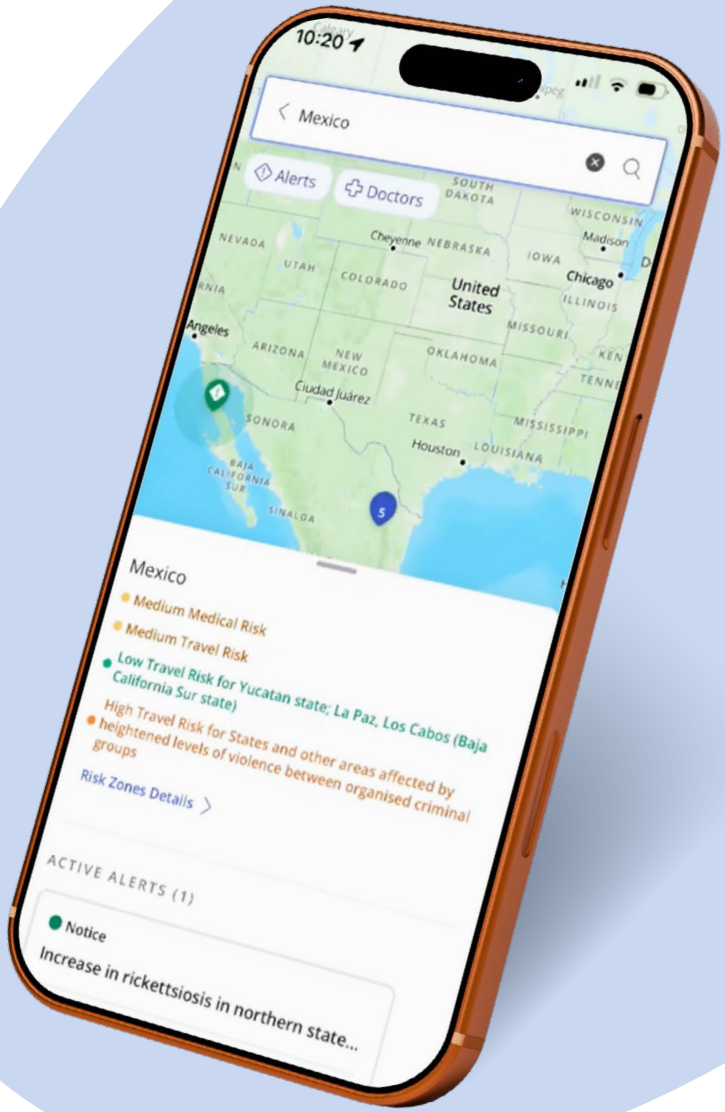
CSA STAR Level 2 certification for cloud-based solutions

Cyber Essentials certification

Outstanding score of 926 out of 1000 in **CyberVadis,** equivalent to the Gold Medal

BitSight rating of 760/900, securing us within the Advanced performance tier

We conduct regular evaluations of data security compliance through internal and independent third-party audits. To further verify our security posture, our Information Security and Compliance team is continually monitoring and managing the attack surface using various technologies. Additionally, all International SOS employees and third-party personnel are required to complete a mandatory web-based Global Compliance Course, which includes specific modules designed to enhance their knowledge of information security and data protection.



INTERNATIONAL SOS FOUNDATION



International SOS Foundation

The International SOS Foundation is a registered charity established in 2011 as 'Stichting International SOS' under Dutch law and headquartered in Amsterdam. Originally launched with a donation from International SOS, the Foundation operates today as a fully independent, not-for-profit organization dedicated to improving the health, safety, security and wellbeing of employees working internationally or remotely.

The Foundation's mission is to raise awareness and promote higher Duty of Care standards worldwide by educating organizations about the health, safety, security and wellbeing risks that impact their global workforce. Through research, global and regional thought-leadership publications, certified training programs and expert-led events, the Foundation supports organizations in strengthening their Duty of Care practices and protecting their people.

In today's complex operating environment, organizations face evolving risks including geopolitical instability, climate-related events, health threats and changing workforce models. The International SOS Foundation continues to provide practical guidance and research to help organizations navigate these challenges and build more resilient Duty of Care frameworks.

Recognizing Organizations' Efforts In Duty Of Care Worldwide

For 15 years, the International SOS Foundation has continued to bring together global leaders and experts through its Duty of Care events, which aim to promote best practices and recognize organizations demonstrating excellence in protecting their workforce.

In October 2024, the Foundation hosted the 6th Duty of Care Awards and Summit in Sydney, Australia, welcoming more than 150 delegates from 13 countries. The CPD-certified summit featured 26 expert speakers who explored key issues shaping the Duty of Care landscape, including geopolitical instability, climate resilience, workplace violence prevention, mental health and wellbeing, diversity and inclusion, and the role of technology and artificial intelligence.

The evening Duty of Care Awards ceremony recognized organizations and individuals across six categories: Duty of Care Ambassador, Workplace Wellbeing, Crisis Agility & Response, Sustainability, Diversity & Inclusion and Innovation. Organizations from more than 29 countries submitted entries, representing sectors such as technology, finance, education and aerospace.

A charitable auction held during the Sydney Awards ceremony raised funds for Gunawirra, a community-led organization supporting Aboriginal and Torres Strait Islander mothers, children and communities.

In addition to its global flagship event, the Foundation organized regional Duty of Care conferences, including events in Europe and across Asia, bringing together local experts, organizations and practitioners to discuss regional Duty of Care challenges, share best practices and strengthen collaboration among professionals responsible for workforce protection.

Thought Leadership Key Contributions

Thought leadership remains a central pillar of the International SOS Foundation's activities. Through research collaborations with academic institutions, professional associations and legal experts, the Foundation produces publications designed to help organizations better understand and implement Duty of Care responsibilities.

One of the Foundation's key publications during the year was 'Duty of Care 2.0 – How Are Organizations Adapting to Change?', developed in collaboration with KPMG and Herbert Smith Freehills. Based on global survey data, the research explores how organizations are responding to evolving workforce risks, changing employee expectations, and an increasingly complex legal and regulatory environment.

In addition, the Foundation continued to expand its series of regional Duty of Care guidance papers, developed with legal partners to provide practical advice on legislative requirements and best practices in different jurisdictions. These publications help organizations better understand their obligations when managing international travel and assignments, and globally mobile employees.

The Foundation also released case studies highlighting the winners of the 2024 Duty of Care Awards, showcasing innovative initiatives and practical examples of organizations successfully strengthening their Duty of Care practices.

Educating and Training Professionals On Duty Of Care

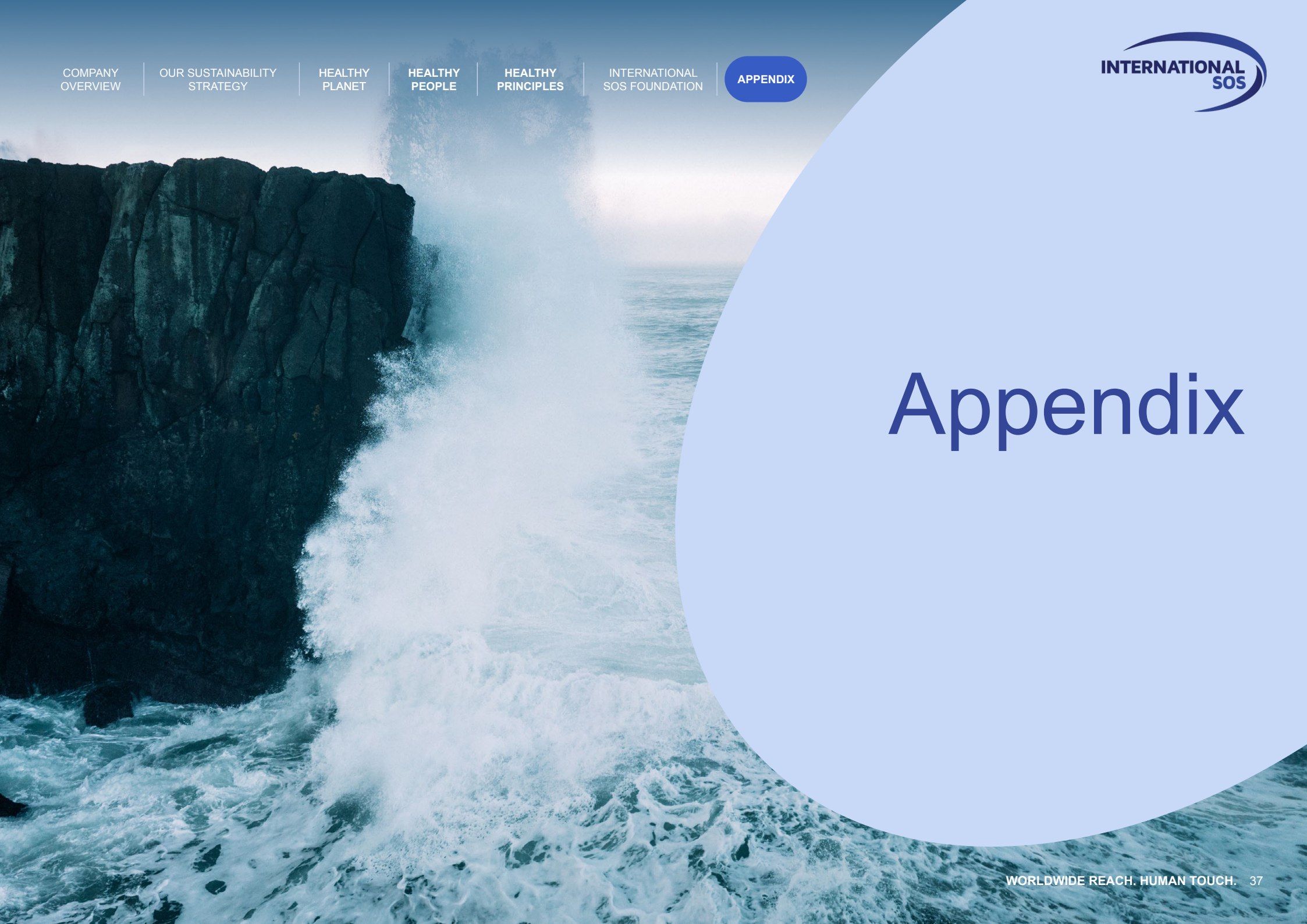
As education and training enabled the Foundation to execute on its mission to improve global Duty of Care standards, the Foundation continued to deliver certified training courses both virtually and face-to-face. The courses are designed to equip professionals with the knowledge and practical tools required to manage workforce health, safety, security and wellbeing risks effectively.

During the year, the Foundation continued to deliver a range of CPD- and IOSH-accredited training programs covering topics such as crisis management, travel risk management and workforce wellbeing.

Key programs include:

- **Safety, Health and Security for the Mobile Worker (IOSH accredited)**
  The Foundation's Duty of Care training program equips occupational safety and health professionals with the knowledge and skills necessary to manage safe, healthy and secure travel for their workforce.
- **Workforce Wellbeing (CPD certified)**
  This virtual course provides leaders and professionals responsible for wellbeing with the competencies needed to design and implement evidence-based wellbeing programs and measure their impact.
- **Crisis Management (CPD certified)**
  This training program supports organizations in strengthening their crisis response capabilities by providing practical methodologies for monitoring evolving situations, making informed decisions and coordinating crisis management teams.
- **ISO 31030 Travel Risk Management (CPD certified)**
  This course equips stakeholders with practical tools to develop or enhance travel risk management programs in line with the ISO 31030 standard.
- **ISO 31031 Risk Management for Youth and Student Travel**
  Following the launch of the ISO 31031 guidance document, the Foundation has developed a dedicated course to help educational institutions and organizations manage the risks associated with youth travel and international school trips.

During the FY24/25, the International SOS Foundation continued to expand the reach of its educational initiatives. Across the fiscal year, the Foundation delivered 16 certified training sessions, training more than 200 professionals from a wide range of industries, geographies and job functions. These programs brought together leaders and practitioners responsible for health, safety, security, mobility and wellbeing, providing them with practical tools and knowledge to strengthen their organizations' Duty of Care frameworks and better protect their workforce.



Appendix

Our Sustainability Targets

Pillar	Target	Target Year	Progress FY24/25
People	250,000 total hours of training (avg. 20 hours/employee)	Annually	226,130 total hours achieved (14.4 hours per employee)
People	100% of eligible employees undergo annual merit review	Annually	Completed
People	Complete OH&S internal audits in 90% of MSBL in FY25/26	FY25/26	100% of Medical Service Centres underwent a focused OHS audit during FY24/25
People	Achieve and maintain ISO45001:2018 external certification across Medical Services business line sites.	FY25/26	Medical Services maintained ISO 45001:2018 certification across Medical Services Business Line. All planned locations successfully completed external ISO 45001:2018 audits during FY24/25.
People	Maintain the Total Recordable Injury Frequency Rate (TRIFR) at or below 0.7 incidents per million work hours in our Medical Services business line	FY25/26	0.61 incidents per million-man hours worked
People	Maintain or increase near-miss reporting to strengthen proactive hazard identification and prevention	FY25/26	Near-miss reporting increased by 12.2% compared to FY23/24
People	100% completion for Malaria eLearning	FY25/26	86% completion by December 2024

Pillar	Target	Target Year	Progress FY24/25
People	10% increase in locations for TeleConsultation services	FY25/26	Surge of over 200% (serving 102 countries vs. 35 in FY21/22)
People	Reach 130 managers completing the Empower Mentoring Program	FY25/26	137 managers have completed the program to date
People	At least 10% of targeted suppliers (based on FY24/25 business) shall sign the International SOS Supplier's Code of Conduct.	FY25/26	6% of targeted suppliers have signed the Code of Conduct.
People	At least 10% of targeted suppliers shall complete the International SOS Sustainable Procurement Self-Assessment Questionnaire	FY25/26	6% of targeted suppliers have completed the Self-Assessment.
Principles	As per business needs, if any pharmaceutical manufacturer supplier site shall be audited, so the on-site audit shall include the evaluation of Sustainability aspects in audit scope.	Annually	One applicable site has been covered with on-site evaluations and audits during the FY24/25
Principles	95% of employees to complete the Global Compliance course annually	Annually	96% of employees completed the course
Principles	Release new biodiversity statement	FY25/26	Released in the updated Environmental Policy

GRI Standards

GRI Standard (206)		Section title in report	Report page(s)
2-1	Organizational details	Our Company	4, 7
		Our Values and Foundation	
2-2	Entities included in the organization's sustainability reporting	General Basis for Preparation of the Sustainability Statement	15
2-3	Reporting period, frequency and contact point	General Basis for Preparation of the Sustainability Statement	15
2-6	Activities, value chain and other business relationships	Our Company	4, 6, 25
		Our Value Creation Model	
		Strategic Business Lines	
		Workers in the Value Chain	
2-7	Employees	Our Company	4, 24
		Learning and Development	
2-9	Governance structure and composition	Role of the Administrative, Management and Supervisory Bodies	15, 32
		Governance and Accountability	
2-12	Role of the highest governance body in overseeing the management of impacts	Role of the Administrative, Management and Supervisory Bodies	15, 32
		Governance and Accountability	
2-13	Delegation of responsibility for managing impacts	Governance and Accountability	32
2-14	Role of the highest governance body in sustainability reporting	Governance and Accountability	32

GRI Standard (206)		Section title in report	Report page(s)
2-16	Communication of critical concerns	Whistleblower and Grievance Mechanisms	31
2-22	Statement on sustainable development strategy	Statement From Our Founders	3
2-23	Policy commitments	Our Values and Foundation	7, 23, 25
		Respect and Care	
		Workers in the Value Chain	
2-24	Embedding policy commitments	Corporate Culture and Business Ethics	30, 25
		Workers in the Value Chain	
2-25	Processes to remediate negative impacts	Workers in the Value Chain	25, 31
		Whistleblower and Grievance Mechanisms	
2-26	Mechanisms for seeking advice and raising concerns	Whistleblower and Grievance Mechanisms	31
2-28	Membership associations	Certifications and Operational Standards	16, 19
		Greenhouse Gas Emissions	
2-29	Approach to stakeholder engagement	Our Material Topics	16
3-1	Process to determine material topics	Our Material Topics	16
3-2	List of material topics	Our Material Topics	16
3-3	Management of material topics	Our Material Topics	16
		General Basis for Preparation of the Sustainability Statement	15
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GRI Standard (206)		Section title in report	Report page(s)
3-3	Breakdown: Extreme Weather Resilience & Environmental Impact	Own Workforce (Health and Safety)	17–18
		Respect and Care	19
		Our Sustainability Targets	19
		Biodiversity	20
		Waste and Resource Management	20
3-3	Breakdown: Employee Health, Safety and Wellbeing	Own Workforce (Health and Safety)	22
		Respect and Care	23
		Our Sustainability Targets	38
3-3	Breakdown: Employee Development and Satisfaction	Learning and Development	24
		Our Sustainability Targets	38–39
3-3	Breakdown: Sustainable & Ethical Supply Chain	Workers in the Value Chain	25
		Our Sustainability Targets	39
3-3	Breakdown: Ethical Conduct, Trust & Anti-Corruption	Corporate Culture and Business Ethics	30
		Prevention and Detection of Corruption and Bribery	31
		Whistleblower and Grievance Mechanisms	31
		Political Engagement	31
3-3	Breakdown: Cybersecurity & Data Privacy	Cybersecurity and Data Privacy	33
305-1	Direct (Scope 1) GHG emissions	Greenhouse Gas Emissions	19

GRI Standard (206)		Section title in report	Report page(s)
305-2	Energy indirect (Scope 2) GHG emissions	Greenhouse Gas Emissions	19
305-3	Other indirect (Scope 3) GHG emissions	Greenhouse Gas Emissions	19
305-5	Reduction of GHG emissions	Decarbonization Actions and Levers	19
403-1	Occupational health and safety management system	Own Workforce	22
		Appendix	38
403-2	Hazard identification, risk assessment, and incident investigation	Own Workforce	22
		Appendix	38
403-3	Occupational health services	Own Workforce	22
403-4	Worker participation, consultation, and communication on occupational health and safety	Own Workforce	22
403-5	Worker training on occupational health and safety	Own Workforce	22
		Appendix	38
403-6	Promotion of worker health	Own Workforce	22
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Workers in the value chain	25
403-8	Workers covered by an occupational health and safety management system	Own Workforce	22
		Appendix	38
403-9	Work-related injuries	Appendix	38
404-1	Average hours of training per year per employee	Learning and Development	24, 38
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GRI Standard (206)		Section title in report	Report page(s)
404-2	Programs for upgrading employee skills and transition assistance programs	Corporate Culture and Business Ethics	24, 25, 30
		Learning and Development	
		Workers in the Value Chain	
404-3	Percentage of employees receiving regular performance and career development reviews	Learning and Development	24, 38
		Appendix	