



## OUR GOALS AND PROGRESS

Following the work we have done in identifying our 17 material topics, we have laid out our plans for the future based on the three reporting themes.

Pillar	Goal	Progress	Activities	SDGs*
<b>PROTECTING AND SAVING LIVES</b>	This year, we aim to progressively expand our TeleConsultation service to include more locations.		Our TeleConsultation service is currently available in 11 countries.	  
	<p>We aim to increase the global percentage of Promoters (Net Promoter Score rated) by three percentage points in the next three years. This applies to all case types: medical, security, and general assistance.</p> <p>Our current member satisfaction level is 88%. We will maintain this level for the coming year.</p>		Through the results obtained, we will continuously improve the service we provide to our clients. In FY1819, we will roll out an internal recognition programme that rewards our employees who consistently receive high scores from their customers via our Voice of our Members surveys.	 
	By FY2021, we will support the introduction of a new ISO certification standard on travel risk management.		An inaugural meeting between International Organization for Standardization (ISO), British Standards Institution (BSI) and International SOS took place in July 2018, in Kazakhstan. A second meeting took place in November 2018, in London, to discuss the structure and content of the standards. A follow up meeting is scheduled for May 2019.	 

\*Our efforts support several SDGs



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<b>PROTECTING AND SAVING LIVES</b>	We aim to attain our MedSupply Corporate Quality Management System (CQMS) by FY2021 – a set of standard quality management system procedures based on the World Health Organization’s (WHO) Model Quality Assurance Systems (MQAS) for procurement agencies, and other applicable WHO guidelines.		A working committee has been set up.	
	By FY1920, we will expand our mental health service offerings to our clients through our collaboration with Workplace Options (WPO).		Our medical and product teams will work closely with WPO.	  
	We will maintain our commitment to improve Global Health Security throughout this year.		We will continue our collaboration with Chatham House and other organisations as part of our commitment to improve Global Health Security worldwide, and at all our medical sites.	 
	We will maintain our commitment to improve Community Health, in partnership with other actors throughout this year.		We will actively support the organisation of two international events tackling Health Impact Assessment. This is recognised as a practical and collaborative approach to improving the health of all people, by incorporating health considerations into decision-making across all sectors and policy areas.	 

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<b>FUELLING OUR CLIENTS' GROWTH THROUGH OUR PEOPLE AND PARTNERS</b>	We will maintain our commitment to raising awareness on Malaria throughout this year.		We will continue our collaboration with Relate as part of our Malaria Awareness campaign in Africa through monetary donations and volunteer time annually.	   
	In FY1819, we will maintain our commitment to contribute US\$100,000 to the International SOS Foundation in support of its research efforts on Duty of Care: Health, Safety and Wellbeing.		Contribution was made in August 2018.	  
	We will commit 50 volunteers to support the International SOS Foundation and its research efforts in Duty of Care: Health, Safety and Wellbeing annually.		Annual roster of volunteers can be found at <a href="https://www.internationalsosfoundation.org/about-us">https://www.internationalsosfoundation.org/about-us</a>	  
	By the end of FY1819, we will provide annual funding/scholarships for five to ten talented females to attend a leadership programme.		We have set up a process for nomination and a set of review criteria for the scholarship.	   
	By the end of FY1819, we will have a global mentoring programme, exclusively for female managers.		We have set up a team to design the programme.	 
	We are committed to developing young talent, through our continued partnership with AIESEC, for our Global Talent Programme.		We will continue our partnership with AIESEC.	 
	From FY1920, all our employees globally will be required to complete the OH&S eLearning course as an annual mandatory requirement. This is part of our continuing efforts in developing a culture of the highest level of safety and compliance across all our offices worldwide.		We will set up a project team and work closely with the Global Learning & Development department.	 

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<b>FUELLING OUR CLIENTS' GROWTH THROUGH OUR PEOPLE AND PARTNERS</b>	We aim to attain a certification of ISO 45001:2018 Occupational health and safety management systems in Europe, Africa and Australasia by FY1920.		We have set up a project team to embark on this certification.	  
	We will make our Employee Assistance Programme (EAP) and mental health support available to our employees globally in the next five years.		Our employees in Australia, Dubai, Europe, Papua New Guinea, New Zealand and the United States are part of our initial roll-out.	 
<b>LIVING BY OUR PRINCIPLES AND PRACTICES</b>	We will maintain and expand, where practical, on our versatile trainings globally. The versatile training enables our non-Assistance Centre employees to be effective in supporting our operations in a crisis or/ and when there is a huge surge in cases.		We will continue to maintain our versatile training.	
	We will embark on independent certification of our compliance with GDPR through Bureau Veritas. We aim to attain certification by end of the year.		The first phase of this process involves auditing eight of our Assistance Centres.	
	In FY1819, we will run a cyber-attack breach simulation at our next Annual General Meeting for our top general management population.  We will also run Crisis Management and Data Breach training in each of our Regional Crisis Management Control Centres, as well as basic crisis training in each Assistance Centre location.		Our team will work on the content for the cyber-attack breach simulation exercise.  Our Group Deputy Director, Operations will work with our Regional Operations Directors to complete the crisis trainings.	

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