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— Arnaud Vaissié
Co-founder, Chairman and Chief Executive Officer

STATEMENT FROM ARNAUD VAISSIÉ

Co-founder, Chairman and Chief Executive Officer

We are pleased to share our first *International SOS Sustainability Report*; a publication we hope will be widely read and well received.

CEOs and their companies need to support sustainability and actively contribute to finding the solutions that have a positive impact on society. We need to show the impact we have on the workplace, communities and environments we and our clients operate in. And we need to do this with a long-term view in mind.

International SOS can do this best by leveraging its core expertise and services in the medical and security arena. Whatever the mission of any organisation, employers have a Duty of Care to safeguard their global workforce. Now more than ever, top-level commitment towards policies, procedures, communication, and reporting to ensure the health, security, safety and wellbeing of the global workforce, in all locations, at all times, are equally important to be a sustainable business. The physical and mental welfare of their global workforce will remain a focus for tomorrow's business leaders.

We help organisations to develop, grow and protect human capital at work and in life, for now and the future. Our products and services help our clients achieve their own sustainability goals and meet their reporting requirements.

In 2017 we put our money where our mouth is and embarked on understanding our material sustainability topics, by speaking to our key stakeholders and using the Sustainable Development Goals (SDGs) as guidance. We identified 17 material topics relating to our people, services, environment and governance (see page 13, under 'Our materiality matrix'). In this report, we are providing an update and laying out our plans for the future on each.

Overall, we have created three reporting themes:

- Protecting and saving lives
- Fuelling our clients' growth through our people and partners
- Living by our principles and practices



We are proud to be following the Global Reporting Initiative (GRI) standards - the global best practice for sustainability reporting. This report also demonstrates our commitment to upholding the Ten Principles of the UN Global Compact in the areas of human rights, labour, environment and anti-corruption.

One of my primary commitments as CEO has been to strengthen our engagement with internal and external stakeholders on issues of importance to them. This report is an important part of this process.

On behalf of the Group Executive Committee, I extend my thanks to our employees for sharing their stories, photography and insights for this report. The people of International SOS, and our Foundation, deliver on our purpose in the services we provide our clients and stakeholders every day.

We have made a huge step forward this year with a stronger commitment to sustainability than ever before. We are now busy embedding our new standards and behaviours within the organisation worldwide.

Yours sincerely,

Arnaud Vaissié
Co-founder, Chairman and Chief Executive Officer