



**INTERNATIONAL
SOS**

PROTECT. DELIVER. SUCCEED.
PARTNERING WITH NGOS
TO PROTECT YOUR PEOPLE,
PROJECTS AND BENEFICIARIES.

WORLDWIDE REACH.
HUMAN TOUCH.

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PARTNERING TO PROTECT YOUR PEOPLE AND PROGRAMS

The world of aid is changing. Field staff and volunteers are no longer protected by reputation alone. From terrorism and targeted violence to a rise in natural disasters and untreatable diseases, aid workers face increased risk every time they are deployed on assignment.

International SOS supports NGOs to protect the health and safety of staff and volunteers who are overseas, whether it's for business, emergency response or delivering long term projects.

We also help you meet your Duty of Care responsibilities under Workplace Health & Safety legislation that now extends to anyone you send overseas for work — staff, contractors and volunteers.

Our services include:

- Pre-departure and in-country medical and travel advice
- Situation updates and alerts to the travellers and organisation
- Medical and non-medical evacuations
- Access to our fleet of aircraft
- Missing persons services
- Repatriation
- On-the-ground medical, security and logistics services

Our teams comprise crisis management, medical, security, logistics and operations specialists and are supported by our Assistance Centres around the globe.

**OVER 40%
OF OUR NGO CLIENT MEDICAL CASES
OCCUR IN COUNTRIES RATED 'HIGH' OR
'EXTREME' RISK.**

HOWEVER LOW RISK DOES NOT MEAN NO RISK

Many NGO's take extra precautions when deploying staff into high-risk countries or locations because the risks are obvious. The gaps start to appear when precautions are overlooked for travel that is perceived to be for business, of short duration or to low-risk countries.

Even in seemingly benign countries and locations the security situation can change suddenly and without warning.

Pre-departure preparation is important for everyone, regardless of their destination or trip duration. When considering Duty of Care obligations all staff are considered equal and should receive location briefings, health checks and screenings, and training on your organisation's emergency response plans.

RISK MITIGATION IS CRITICAL FOR YOUR CORE BUSINESS



BENEFITS OF RISK MITIGATION

1. Meet Duty of Care
2. Improve health and safety of staff
3. Improve likelihood of project assignment success
4. Staff retention
5. Brand reputation
6. Avoid unnecessary medical evacuation costs

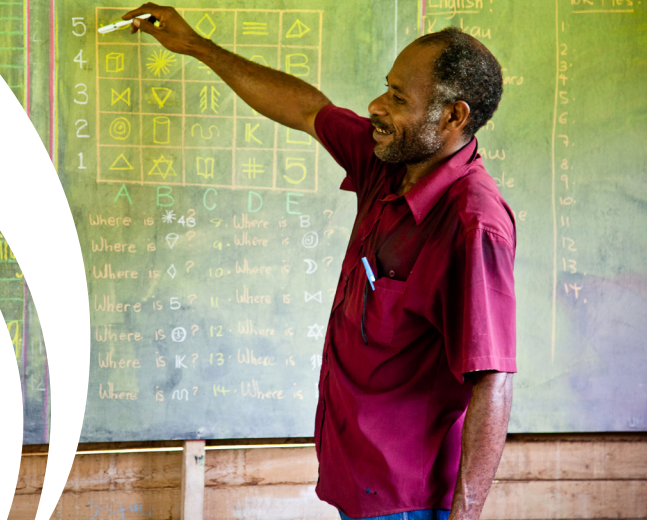


Photo: KTF – www.ktf.ngo
Local community support in
partnership with International SOS
Papua New Guinea

PREVENTION WORKS

In 2014, our pre-travel advice prevented 10% of cases that would otherwise have required evacuation or repatriation.

By avoiding costly evacuations, you can quantify a return on investment for prevention programs and put those savings back into your emergency response and humanitarian aid programs.

Our Assistance Centres are staffed by medical and security experts and one call puts your travellers in touch with doctors, nurses, and security and logistics specialists. Our experts can:

- Educate your travellers before they depart
- Assess your risk of exposure in any location and recommend ways to mitigate them
- Provide your travellers with around-the-clock access to local know-how
- Stay connected with your travellers and keep track of them

INVESTING IN OUR PRE-TRAVEL HEALTH CHECKS

**RESULTS IN UP TO 2.5 X COST SAVINGS -
RETURN ON PREVENTION REPORT, 2015**

Infectious
disease and
psychological
disorders are the two
most common medical
categories associated
with frequent
travel

**More than
20% of
international
aid workers**

in 18 countries
required evacuation
over a 12 months
period

MAKE THE RIGHT DECISION WITH THE RIGHT INFORMATION

Having access to the latest location-specific medical and security alerts is critical to making informed decisions about your operations.

Government advisories and mainstream news are often insufficient sources of information when assessing risks to your operations and making stay or go decisions. Our alerts, advisories, and Assistance Centre experts can help you evaluate any particular situation in relation to your people and programs, thereby assisting you in balancing the need for safety versus the cost of potential evacuation and/or program closure.

OUR GLOBAL SERVICES INCLUDE MEDICAL, SAFETY AND SECURITY PLANNING, PREVENTATIVE PROGRAMS, IN-COUNTRY EXPERTISE AND EMERGENCY ASSISTANCE.

MORE THAN 9,000 BUSINESSES, ORGANISATIONS, AGENCIES AND GOVERNMENT BODIES WORLDWIDE HAVE INTEGRATED OUR SERVICES INTO THEIR EVERYDAY BUSINESS OPERATIONS.

RESPONDING TO NATURAL DISASTERS



Natural disasters are occurring more frequently and each time the aid community responds in strength. International SOS is there to protect aid workers and volunteers on assignment.

2008 EARTHQUAKE **Sichuan, China**

Nine person response team of operations and medical professionals mobilised to support members and the Red Cross.

2015 EARTHQUAKE **Nepal**

Joint medical and security team deployed to Kathmandu to assist hundreds of travellers and expatriates.

2004 TSUNAMI **Sumatra, Indonesia**

More than 70 dedicated staff worked around-the-clock to provide assistance. Activated four crisis teams and deployed four medical, logistics and operations teams to affected areas. Managed more than 2,000 calls for assistance and missing person data.

2006 EARTHQUAKE **Yogyakarta, Indonesia**

Provided health services on the ground for our clients and locals. Deployed surgical and logistics teams.

2013 TYPHOON **Philippines**

An Incident Management Team provided specific medical and travel security advice for aid workers deploying to the area.

EARTHQUAKE 2011 **Tohoku, Japan**

Provided assistance and evacuation services as well as medical advice on the radiation threat.

EARTHQUAKE 2010 **Leogane, Haiti**

Provided extensive emergency assistance to more than 100 clients. Handled more than 10,000 calls for assistance, and completed 87 evacuations.

TSUNAMI 2007 **Solomon Islands**

Mobilised advance and response teams comprising doctors, nurses and logisticians. They treated and assessed in excess of 1,000 people.

CYCLONE 2015 **Vanuatu**

Incident management team deployed to support over 400 persons identified in the country.

EARTHQUAKE 2011 **Christchurch, New Zealand**

Medical and security advice. Non-medical travel arrangements and repatriation of mortal remains. Operations and medical staff deployed.

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