

# Qualification questions for International SOS' services



This document is designed to support International SOS' partners on the qualification questions to be asked when attempting to refer clients to International SOS services.

Provided below is a selection of some of the qualifying questions which have been designed to help the Partner understand if International SOS' services would be effective for their clients.

## HIGHER RISK LOCATION

How do you keep up with identifying different risks and threats in riskier locations?

Further probing questions:

- What international markets do you operate in?
- What are your plans for international expansion?
- How do you assess destination risks to determine whether it is safe to send an employee overseas for business?
- How do you make informed decisions on when to send travellers to a specific destination?

## CRISIS & INCIDENT MANAGEMENT

How is a crisis currently managed? Do you lean on a single provider or variety of different providers?

Further probing questions:

- Do you have a crisis management team or framework?
- Is it exercised and could you do with a review / gap analysis?
- How would your travellers currently seek medical and security assistance while they're away?
- How do you track your exposure and communicate with your travellers when a medical, security incident or natural disaster occurs?

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## DUTY OF CARE

Does your company want to do something genuinely good for its mobile workforce or stay with the status quo?

Further probing questions:

- How can you have an impact on employee behaviour, not just rely on the financial risk management with insurance?
- How do you brief and prepare staff on the medical and security risks they may face prior to travelling overseas?
- How does your travel policy address preparing for and mitigating risk in international travel?
- Do you have a Travel Risk Policy that addresses more than just expenses and class of travel?

## WHAT NEXT

- Follow-up the discussion with a brochure and/or whitepaper from the partner page.
- Arrange a joint information session with you and the client to hear from International SOS on what others are doing in the travel safety space.
- Reach out to International SOS on [apacinfo@internationalsos.com](mailto:apacinfo@internationalsos.com) for any further queries.