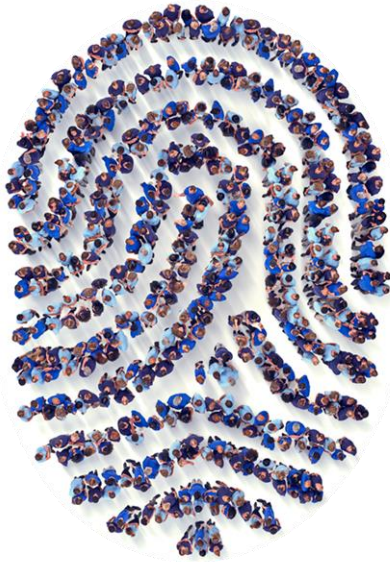


**INTERNATIONAL  
SOS**

# **AUTHORISED PERSON GUIDE**

**ESSENTIAL INFORMATION  
FOR DOING BUSINESS**

PROTECTING YOUR PEOPLE IS OUR  
PRIORITY. THIS IS WHAT MAKES US  
THE WORLD'S LEADING MEDICAL AND  
SECURITY RISK COMPANY.



**WORLDWIDE REACH. HUMAN TOUCH.**

## WHO WE ARE

INTERNATIONAL  
SOS

### INTERNATIONAL SOS IS THE WORLD'S LEADING HEALTH & SECURITY SERVICES COMPANY:



- Our purpose is to help you save lives and protect your global workforce from health and security threats



- Our partnership will help you fulfil your Duty of Care responsibilities, while empowering your resilience, continuity and sustainability

## WHAT WE DO

26



ASSISTANCE  
CENTERS

4.1 million



ASSISTANCE  
CENTER CALLS

800



REMOTE &  
WORKPLACE SITES  
AND OFFSHORE  
INSTALLATIONS

8,400



MEDICAL & SECURITY EXPERTS



90,000

PROVIDERS IN  
OUR GLOBAL  
ASSISTANCE  
NETWORK  
ACROSS 227  
COUNTRIES

Hospitals,  
physicians,  
security specialists,  
ambulances,  
travel assistance  
and more.



12,000

MEDICAL EVACUATION &  
REPATRIATION ACTIVITIES



# ESSENTIAL INFORMATION FOR AUTHORISED PERSONS



You have been selected to be an **Authorised Person (AP)**. As an AP, you will be our first point of contact during an emergency and/or overseas event that impacts one or more of your organisation's employees.

It may be necessary for you to authorise case management plans developed and approve costs for 3rd party providers. As such, it is crucial that you understand the role, what is expected of you as an AP, and how **International SOS** will work with you.

## WHAT DOES YOUR ROLE ENTAIL?

### BE AVAILABLE:

Represent your organisation up to 24/7 and be contactable at all agreed times. Ensure that there is a backup plan and that another AP is available when you, for whatever reason, are not.

### BE FINANCIALLY RESPONSIBLE:

Make financial decisions on behalf of your organisation. An AP is called for authorisation prior to International SOS performing a billable service.

This service could be medical, security or travel assistance related. The organisation will be responsible for the payment of the service, unless your organisation's insurance policy covers the reimbursement of the cost.

### BE INFORMED:

You are a key part of the decision-making process. You will assess the plan of action developed by the medical and/or security team. You are responsible for ensuring that cases are managed according to your organisation's guidelines.

### BE PROACTIVE:

Call International SOS to let us know about a case or situation when required. Early intervention is often key to a successful outcome.

As part of your role you may have access to personal information regarding colleagues. You may need to disclose aspects of the case internally to colleagues and facilitate business continuity plans. You can nominate to have limited information as part of your operations procedure.

Why is the role of the **Authorised Person** so important for your organization?

**THE AUTHORISED PERSON OVERSEES THE PROCESSES AND PROCEDURES THAT WILL HELP KEEP YOUR COLLEAGUES SAFE.**



# ESSENTIAL INFORMATION FOR AUTHORISED PERSONS



Most of the support provided by the **International SOS** assistance centres does not create additional costs. Requests for information, referral or advice are covered by the subscription to help mitigate risks (for example, employee(s) that ask for medical advice at the earlier stages of an illness help avoid further complications).

When cases require **International SOS** to engage other providers, you will be notified of the situation and/or asked for approval of associated costs.

**International SOS** carefully considers the safest, most efficient options and the best interests of the employee(s) to develop an action plan. The medical and/or security experts will make their recommendation and ensure that you are in agreement.

The case management plan is specific to each situation. It might depend on the incident country, type of incident, number of employees affected, nearest safe-haven, whether commercial airlines are available etc.

APs should be in key decision-making roles that enable their approval of case management plans, costs and its implications as described by the International SOS experts.

Insurance: Where **International SOS** has a Direct Billing Agreement (DBA) with your insurer we will send invoices directly to your insurer. They will assess the claim in line with your policy terms and any costs not covered by your insurer will be invoiced directly to your company. It is not always possible to confirm coverage at the time assistance is required. Furthermore, **International SOS** is not limited to providing only services covered by your insurance policy.

## WHAT SERVICES MAY REQUIRE THIRD-PARTY COSTS?

- Medical and security evacuations and repatriation.
- Companion tickets (for example, International SOS may arrange travel and accommodation for a family member to visit the employee(s) injured).
- Additional travel and accommodation (for example, after an employee is released from hospital but not fit to fly).
- Inpatient medical expense guarantee and payment.
- Outpatient medical expense guarantee and payment.
- Dispatch of medication and medical supplies.
- Ground transportation for accompanying family members
- Advance of emergency personal cash.
- Security services (for example, executive protection, meet-and-greet).
- Repatriation of mortal remains (besides the logistic arrangements, actions such as repatriating personal belongs).

## ASSIST FIRST, VERIFY LATER



All **International SOS** assistance centres employ an Assist First, Verify Later principle. Members in an emergency with threat to life and limb will receive help even if they are not able to provide adequate identification or if an AP is not available to approve case management costs. The assistance centre's priority is to care for the employee(s) wellbeing. Notification of cases and positive contact with APs will be made at the first available opportunity.





# ESSENTIAL INFORMATION FOR AUTHORISED PERSONS



**International SOS** will contact you during a medical or security incident or travel assistance-related issue.

While **International SOS** is uniquely placed to help clients in times of need, notification of our activities can come unexpectedly, at any time of the day or night. Quick decisions often need to be made regarding your colleagues' safety and wellbeing. It is critical you are prepared and equipped to respond decisively in these situations.

## How will we contact you?

### DURING A MEDICAL OR SECURITY INCIDENT OR TRAVEL ASSISTANCE RELATED ISSUE

- Initial contact will be made within 24 hours via email or phone (as defined in your organisation's operations procedure).
- Any urgent request will be made by phone and verbal authorisation is enough to proceed. If you are not able to answer, the assistance centre will leave a voice message and contact the next AP in the list. You may call back at your first availability.
- You will receive regular updates regarding the employee(s) in question and any new medical or security situation.
- Incident-related costs will be monitored and communicated to you on an on-going basis. International SOS has due diligence process to ensure that costs are only incurred in view of reasonable medical and/or security needs.

## What information do we share?

### WE WILL SHARE THE FOLLOWING INFORMATION WHEN SEEKING AUTHORISATION

- The affected employee's name(s) and location details.
- A situation update (the reason for the call).
- Advice given to date and actions taken so far.
- Options available and the recommended course of action based on our medical and security experts' opinions.
- Approximate costs and requests for approval of expenses.
- **PLEASE NOTE:** **International SOS** respects data privacy and medical confidentiality. We are only be able to provide case details after the employee(s)' consent.

## What cases will an AP be notified about?

### CASES YOU WILL MOST LIKELY BE NOTIFIED OF INCLUDE THE FOLLOWING

- Inpatient care (for patients whose condition requires admission to hospital)
- Medical transportation (for patients that have a condition such that they need medical support during their journey)
- Evacuation (for patients that require efficient movement provided by medical and/or security personnel from incident location to better equipped facilities)
- Repatriation of mortal remains (transportation of body or cremated mortal remains to specific location)
- **PLEASE NOTE:** It is common that minor cases (medical, security & travel advice, outpatient care) will not trigger a notification.



# AUTHORISED PERSON CHECKLIST



Below is a basic checklist to help an **Authorised Person (AP)** communicate key messages to your organisation and/or ensure individual APs are prepared to assist.

## FOR AN AUTHORISED PERSON'S WORKSHOP

Make yourself aware of the company's insurance policy and understand its overall coverage. Remember **International SOS** can assist with more than is covered by the policy.

Are there any challenges within your organisation that may hinder your ability to respond appropriately as an AP? i.e. are there organisation guidelines that support your decision-making?

What is the organisation's understanding of Duty of Care? Are there exceptions?

How should the APs react on each of the scenarios described above?

Do you have a clear internal escalation process? Is there a crisis management team that should be notified?

Are all APs able to make decisions under stressful circumstances and able to approve high costs?

What is the internal payment process for costs that were not covered by the insurer?

## FOR AN INDIVIDUAL AUTHORISED PERSON

Save the International SOS contact number on your phone

Sign up for medical and/or security alerts

Keep your phone switched on and be available at agreed times

Download the assistance app

Keep International SOS informed of changes on your availability or contact details

Provide constant feedback

# SCENARIOS

## EXAMPLES YOU MAY ENCOUNTER



### MEDICATION

Marianne has a chronic condition (arthritis) and she is used to travelling with her medication. But, this time, her business trip was extended, and she needs a prescription to buy more medication.

The assistance centre schedules a local doctor's appointment and/or gets a copy of the prescription from her doctor in her home country.

- Do you need a notification about this case?
- Does it create additional costs for your organisation?



### MEDICAL TRANSPORT

Poul is an assignee in Myanmar, and he called the assistance centre to ask for a second opinion on treatments for their child who was born prematurely.

Our doctor reviews the information provided and agrees that the proposed treatment is standard in the region. But one of the planned medications has potential side effects that might cause brain development issues. This specific medication is no longer used in Europe.

Poul requested a medical evacuation, but this is not covered by the insurer since the proposed treatment is the best available locally.

You receive this information on the case notification.

- Do you contact your insurance broker to validate the information?
- Do you ask International SOS for a case management plan and cost estimates for the evacuation?
- Do you approve costs without an internal escalation?
- Does the organisation meet its Duty of Care, given that the planned treatment is the best available locally?



### ILLNESS

John had a headache, but he started feeling dizzy and nausea as well. He calls the assistance centre because he is not familiar with the incident country nor speaks the local language. The doctor talks through symptoms with him and assesses that over the counter medication is not enough; John sees a doctor and is admitted to hospital shortly after.

The assistance team monitors John's condition and keeps communicating with the hospital.

- John is likely to require surgery. Do you disclose this information internally?
- Do you contact John's family?
- Should the organisation arrange for a family member to accompany him during the hospital stay post-surgery?
- Are there business continuity issues to be addressed in view of John's potentially long sick leave?



# SCENARIOS

## EXAMPLES YOU MAY ENCOUNTER



### CASE INITIATION

You received an alert for social unrest in Chile and (after a Tracker search) you confirm that four engineers are due to arrive in Santiago in a couple of hours. Political demonstrations erupted suddenly and while the engineers were in transit.

- Were the engineers informed of the International SOS services prior to the trip?
- Do you wait until they land to ask for their assessment of the situation?
- Do you instruct them to continue their itinerary and find transportation to the remote site?
- Do(es) employee(s) tend to underestimate risks in order to complete projects?
- Who should make a decision on whether the trip can be resumed?
- If it is decided that a return trip needs to be organised, can International SOS support the logistical arrangements?



### MEDICAL

Louis broke one of his teeth during a meal. He is in a lot of pain and still has a couple of days before returning to his home country.

The assistance centre organizes urgent dental care for Louis.

- Should APs receive a notification of case?
- Do you expect the dental treatment to include a cosmetic component?
- Would the case management be different if Louis was an assignee?

Kofi needed physiotherapy sessions due to a torn knee ACL. He has been in assignment in Denmark and is new to the country's medical infrastructure. The assistance centre organizes 12 sessions with a local therapist, following the recommendation of the medical team.

When the assistance centre forwards the invoice to your organization's insurance, costs are only partially covered due to a maximum of 10 sessions per year.

- Who is responsible for payment of the remaining amount?
- Are assignees informed of their coverage and/or instructed to self-pay costs?



### TRAVEL SECURITY

Maxim has been on assignment in Saudi Arabia for the past two years. He was briefed on expected behaviour but, because residents in the organisation's compound are all from the Europe, Maxim has not experienced a culture shock.

He purchased a bottle of wine, which was seen by the compound's security guards while Maxim walked in the driveway. He was dutifully arrested.

International SOS has mobilized a security expert and a legal advisor to assess the situation, to create a case management plan and APs are notified.

- Can this case be addressed in view of the organisation's Duty of Care guidelines?
- Should the organisation activate International SOS to provide assistance and repatriation soonest possible?
- Should there be cost limits to this case management?
- Does the case represent an infringement of the organisation's policies?
- Should HR take over the internal case management after the employee is repatriated?



# SCENARIOS

## EXAMPLES YOU MAY ENCOUNTER



### TRAVEL ASSISTANCE

You are managing a project that requires a site visit to Chad. During the travel briefing, the security expert informs that purchase of satellite phones are highly regulated, as these devices are commonly used by the Islamic state.

- Do you purchase a satellite phone anyway? It is a priority to maintain communication with the team.

The security expert discourages clients to purchase a satellite phone without the proper permits, which might take months to be processed by the local government.

- Do you postpone the site visit?
- Do you redesign the trip to accommodate for the communication challenges and evaluate the need for a local security provider?



### TRAVEL SECURITY

Santiago calls into the assistance centre. One of his colleagues was involved in a car accident while they travelled on business in Luanda. He is concerned his colleague George might have a concussion.

There is also an altercation at the accident site. The other driver is asking for money, but neither Santiago nor George speak the local language. They call the assistance centre and a security expert takes over the call. He speaks directly to the driver in Portuguese and de-escalates the situation, at the same time a logistics coordinator is organising medical assistance for George.

- Does organisation have travel policies that include the use of seat belts?
- Does the organisation encourage employee(s) to drive themselves while on business?

The assistance centre arranges for medical care and George is promptly admitted to hospital. The tests rule out a concussion and other head injuries. The APs receive a final notification when George is released from hospital.

- Are there any actions needed from the organisation's side?

George is feeling better and is fit to travel. But the insurance declined to cover costs for medical expenses, as one of the blood tests indicated high alcohol content.

- As the paymaster, your organization pays the invoice. Does this process require any action from the APs' side, such as issuing PO numbers or facilitating the billing process?
- Should HR take over the internal case management?