

A GLOBAL INFRASTRUCTURE YOU CAN DEPEND ON:



With our local experts available globally, you can speak to us in any language anytime 24/7.



An integrated network of 58 International SOS managed clinics around the world, practising international standards of medicine – mostly in emerging countries.



Immediate access to experts with extensive experience in all fields of medicine coupled with a thorough knowledge of the local environment and healthcare system.



A network of accredited healthcare, aviation and security providers ensuring we provide you with the best logistics in the air, on the ground and at sea.

Protecting your people is our priority. This is what makes us the world's leading medical and security risk company.

# IDENTIFYING AN AUTHORISED PERSON.

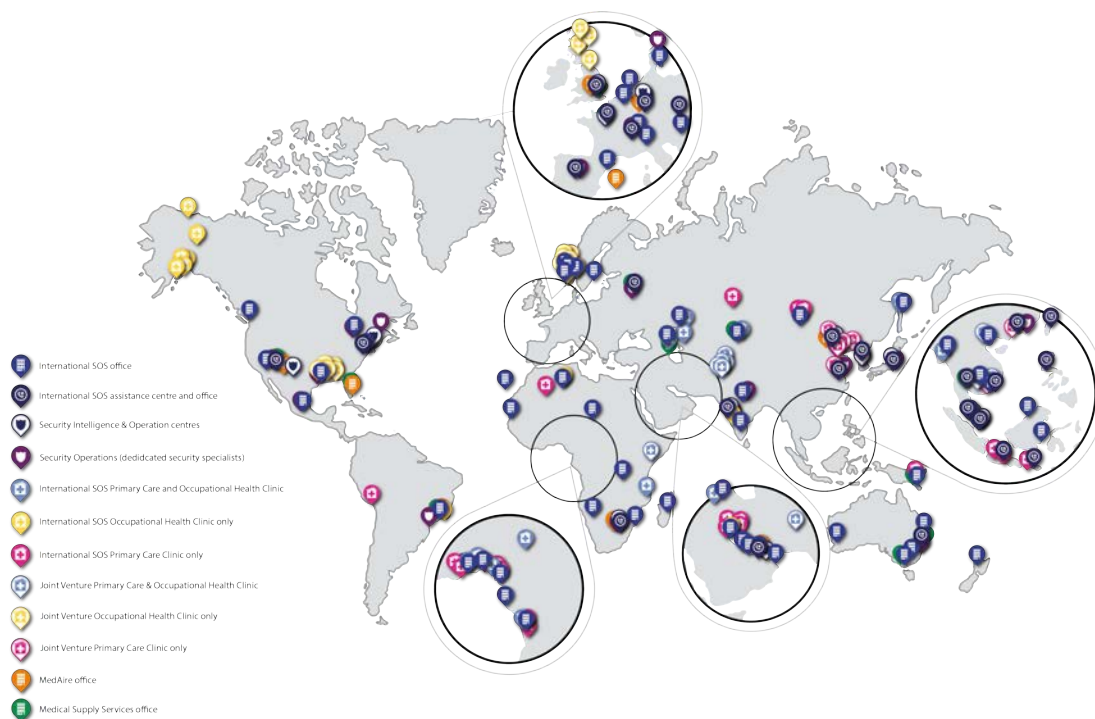
Putting the right people and procedures in place to help keep employees safe.

# About INTERNATIONAL SOS

International SOS is the world's leading medical and travel security risk services company. We care for clients across the globe, from more than 1,000 locations in 90 countries.

We pioneer a range of preventive programmes strengthened by our in-country expertise. We deliver unrivalled emergency assistance during critical illness, accident or civil unrest.

Our 11,000 employees are passionate about helping you put Duty of Care into practice. With us, multinational corporate clients, governments and NGOs can mitigate risks for their people working remotely or overseas.



# Essential information for CONTRACTUAL POINTS OF CONTACT

As you know, you are about to sign or renew a membership contract with International SOS. As a designated **Contractual Point of Contact**, you have a vital role to play in helping to ensure things run smoothly from the outset. You also have the important task of identifying the **Authorised Persons** within your organisation (and their backups) who will make decisions regarding significant cases and approve plans of action.

As part of your membership contract, International SOS will work in partnership with your organisation at all times. We will provide all the information your Authorised Persons need to make decisions and approve Assistance Operations Procedures. We will explain the situation, talk through the options, and provide a clear rationale for action, enabling an Authorised Person to feel confident when explaining their decisions and associated costs.



# The role of an AUTHORISED PERSON

**Authorised Persons are International SOS' first point of contact during an emergency or overseas event that impacts an organisation's employees.**

They have the authority on behalf of the organisation to approve assistance services as recommended by International SOS. 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. At these moments, quick decisions need to be made regarding people's safety and wellbeing – decisions that can involve significant amounts of money. If an Authorised Person is unprepared or ill-equipped in these situations, unfortunate delays can occur. It is therefore critical an Authorised Person understands his/her role. They must be able to take decisive action, filter information through their organisation, and be aware of approval thresholds for cost and intervention. Above all, they need to be the right kind of person for the job – and this is where you come in.

As our contractual representative, it is your responsibility to ensure that International SOS always has an Authorised Person to contact when urgent, case-related decisions are required.

Depending on the size and structure of your organisation, this may be as simple as a main contact and a backup. For more complex organisations with multiple divisions or sites, the listing may be more extensive. Additionally, it is important to have firmly in place a procedure that assigns backup authority should your primary contact be unavailable for any reason.

These reasons may include vacation, individual change in work roles or responsibilities, or off-hours support.

For medical assistance events, some companies may elect to designate the company's internal medical authority, such as the Corporate Medical Director as a medical authorising person. In these instances, your medical Authorising Person is the medical point of contact for International SOS medical staff to relay the relevant medical briefing and may or may not provide financial authorisation. In the event that the medical Authorising Person does not provide financial authorisation, a non-medical Authorising Person needs to be designated as well for the provision of subsequent financial authority.

You will also want to establish an escalation process in your organisation, since from time to time an Authorised Person may also require assistance themselves; in such scenarios, having a clear policy to follow allows the decision-making process to progress smoothly. International SOS will gladly work with you to establish a workable plan for your organisation.



# Selecting Authorised PERSONS

As our contractual representative, it is your responsibility to ensure that International SOS always has an Authorised Person to contact when urgent, case-related decisions are required.

When looking to identify and select Authorised Persons within your organisation, you need to bear the following in mind. International SOS will need to be able to contact an Authorised Person in any situation, 24 hours a day.

**An Authorised Person also needs to be:**



Willing and able to authorise operations with potentially large cost implications



Calm under pressure



Clear thinking and decisive

It is paramount you follow these selection criteria - having the wrong person in place could have an adverse effect on urgent medical or security operations. Even if service utilisation is low, the appointed individual needs to understand and remember their responsibilities should an emergency suddenly arise.

# Authorised Person MANAGEMENT

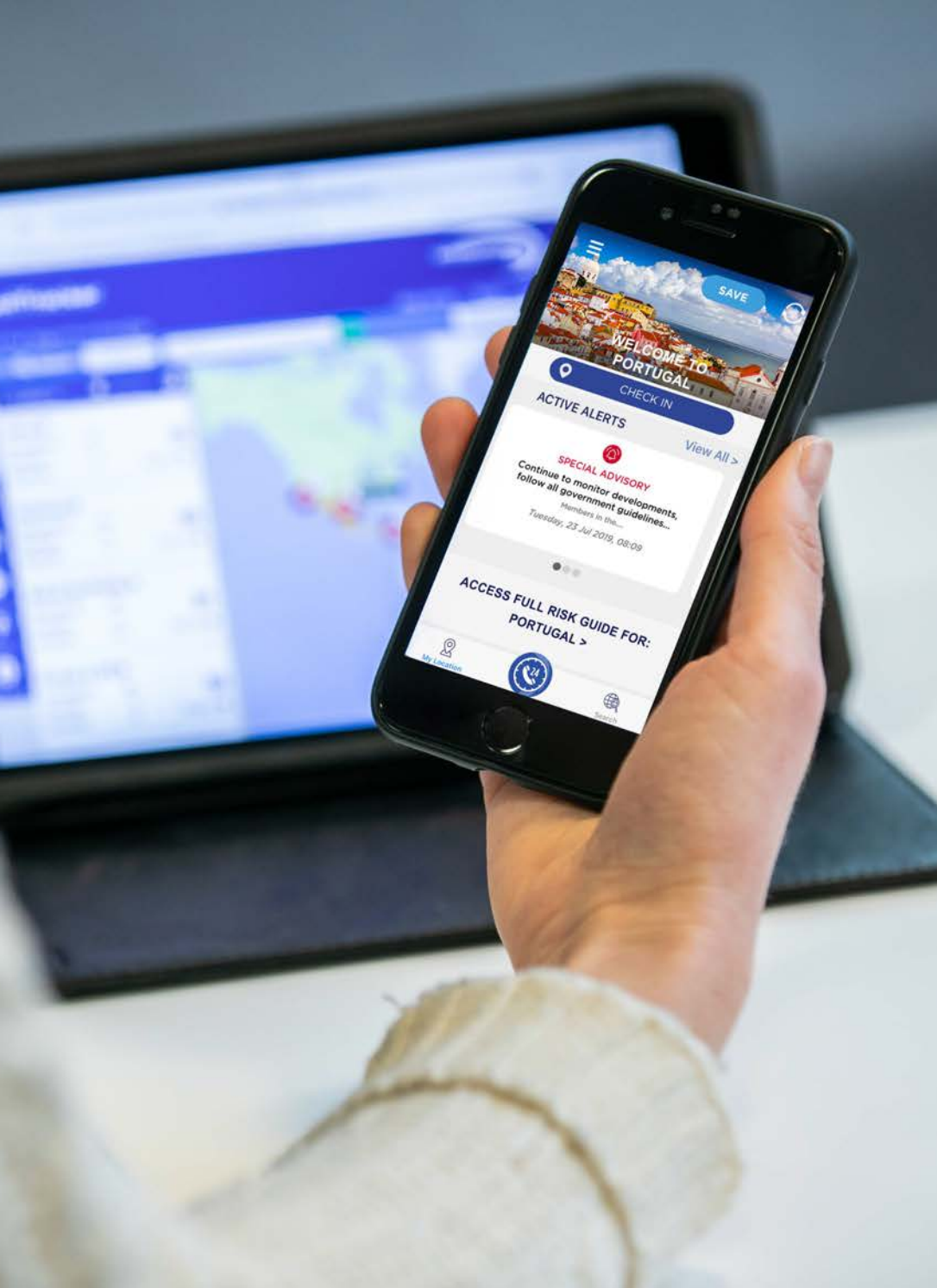
The contact details we require for all Authorised Persons (and their backups) are:

First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Title:	<input type="text"/>
Business Phone:	<input type="text"/>
Mobile:	<input type="text"/>
Home Phone:	<input type="text"/>
Fax:	<input type="text"/>
Business Direct:	<input type="text"/>
Satellite Phone:	<input type="text"/>
Email:	<input type="text"/>
Availability 24/7:	<input type="text"/>
Country based:	<input type="text"/>
Regional:	<input type="text"/>
Division based:	<input type="text"/>

Whilst such situations that require authorisation are not anticipated to occur very often, having prompt access to a well prepared Authorised Person provides your employees with the peace of mind that your company and International SOS are able to respond rapidly to your needs without frustrating 'bureaucratic' delays. Continuity of Authorised Persons is of course essential and therefore as the designated Contractual Point of Contact it is highly recommended that you oversee the process when they are required to hand over the role, leave the organisation or are absent for a prolonged period.

In the event of a change of Authorised Person, it is critical that you inform the International SOS Business Development Manager or dedicated Client Services Team immediately. Any change needs to be updated in our system within 48 hours.





# Sharing INFORMATION

International SOS will need to contact your Authorised Person by phone regarding significant cases, and by email for updates on less urgent developments.

International SOS will work in partnership with your organisation at all times. We will provide all the information your Authorised Person needs to make decisions and approve Assistance Operations Procedures. We will explain the situation, talk through the options, and provide a clear rationale for action, enabling an Authorised Person to feel confident when explaining their decisions and associated costs.

## AUTHORISATION PROCEDURE

**The type of information an International SOS Assistance Centre will share with an Authorised Person when seeking authorisation, subject to employee consent, includes:**

- The affected employee's name(s) and location details.
- A situation update – i.e. 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, plus any financial coverage information from your organisation's insurer, if known.
- Responses to any questions from the Authorised Person, enabling them to make informed decisions.

For companies with a designated medical Authorising Person, a more detailed medical briefing may be provided in the context of the medical assistance requirements with appropriate consent of the patient.

International SOS Assistance Centres will try to answer all your Authorised Person's questions to enable them to make the best, most informed decisions possible.

We will keep your Authorised Person updated throughout the case, and seek further approval for additional costs should they arise.

# Authorised Person EDUCATION

Authorised Person training is critical. We offer a range of learning tools to help Authorised Persons understand their role and International SOS' Assistance Operations Procedures.

These include face-to-face training sessions, remote slide decks, and an eLearning package which can be used in multiple countries.

Once you have identified and selected your Authorised Person, please contact us to initiate the education and training process.

Your dedicated International SOS Client Services Team will work with you to ensure the Authorised Person registration and training is completed. Working together as a team, we will ensure any emergency is handled with efficiency, professionalism and speed.

Your International SOS Client Services representative is:

## CHECK LIST ☒

Based on the structure of my organisation, I have the right number of primary Authorised Persons & back-up Authorised Persons.

☐

My primary Authorised Persons are generally available, even in non-business hours.

☐

I have a plan for coverage off-hours and when Authorised Persons are on vacation.

☐

My primary & backup Authorised Persons have not changed roles since last year and don't need to be replaced.

☐

My Authorised Persons candidates are trustworthy with potentially sensitive personnel information that they may be exposed to as a part of their role.

☐