



INTERNATIONAL
SOS

HEALTH CONSULTING

WORLDWIDE REACH. HUMAN TOUCH.



WHAT IS HEALTH CONSULTING?

We offer assessment, advisory and planning services to support a safer workplace, more productive employees and healthy communities.

When you partner with International SOS, you benefit from more than three decades of medical and healthcare consulting expertise. This offering is part of our DNA, and plays a vital role across the services that we deliver worldwide. You gain access to our global team of specialists and experts in occupational, corporate and public health, who help you understand and mitigate health and medical risks faced.

To best meet your needs, we offer data-driven solutions that address a broad scope of health challenges, opportunities and trends. We support our clients at every stage of developing and delivering an efficient health and wellness approach – providing tailored consulting services that lead to strategic solutions aligned with bespoke health agendas.

Because we know that you seek solutions, we've designed our consulting services to provide you with accurate information that is thoroughly checked by our experienced consultants, who translate findings into practical and actionable recommendations for your company. As such, we directly support your business development by ensuring business continuity and growth, in spite of various forms of workplace and occupational challenges.





This collection of product sheets describes the three methodologies we use: Assessing risks at your sites and offices, as well as the potential impact of your operations on the surrounding community; advising on health standards and other medical needs; and support in planning the management of medical services on-site, and in the case of a health incident or pandemic. These solutions have been designed to support you in your sustainability agenda and priorities.

With this integrated, comprehensive suite of services, we stand ready to care for your health and medical needs, so that you can focus on your core business.

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Site Health Review

Site Health Reviews are essential to organisations with operations in unfamiliar or remote locations. They provide detailed insights into the medical hazards and available healthcare resources. The output enables you to plan for proper medical care and preventive measures.



Challenging Environments

Provision of adequate medical care is fundamental to maintaining business continuity.

This can be a particular challenge in a new, remote or harsh environment.

A good understanding of the potential local health hazards, combined with a comprehensive view of the standards of surrounding medical capabilities, you will be in a position to plan the right on-site medical care.

Compliance To Standards

Understanding the quality of local healthcare and regional medical capabilities is essential in keeping you compliant with national and international standards.

An independent, professional assessment supports management in making informed decisions about medical prevention and response requirements.

Plans And Budgets

Effective prevention- and response-planning means that you will be more likely to reduce health incidents and respond appropriately when the unexpected happens.

The resultant plan is critical in effectively budgeting for your required medical prevention programme, healthcare facilities and response capability.

Service Components

Our approach includes a:

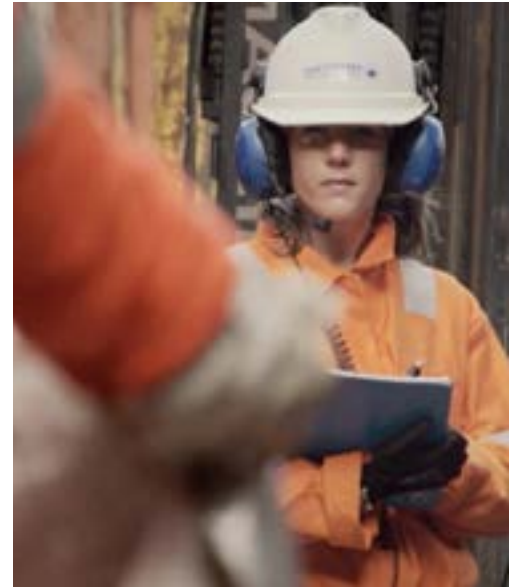
- Desktop review of endemic health risks and existing resources
- Site visit to assess prevention programmes, local medical facilities and existing on-site medical capabilities

Our service delivers a report that covers:

- An outline of local health risks and environmental hazards
- A review of local health facilities and preferred medical providers
- A summary of key findings and recommendations
- Actions to address gaps in local medical services and resources
- Recommendations on a primary medical evacuation response plan
- A high-level review of workplace health risks, malaria risks, hygiene and sanitation risks, community health risks and medical supply services

Offshore Installation Audit

Operating offshore assets leaves you with numerous requirements to meet. Engaging our experts to conduct an installation health audit will clarify areas of risk exposure, and help to ensure you are medically compliant.



Be Compliant

Alignment with health regulations is not an option. The overheads of assuring your compliance can seem high, until you consider the impact of failing to do so.

In fact, by making effective use of regulations, standards, acts and codes of practice, you can actually save on costs by keeping your people safe, happy and productive.

Be Sure

The penalties of non-compliance are severe, so trusting a superficial, desktop process audit is not worth the risks.

Peace of mind will only be assured following an on-site audit by a trained medical auditor with the right offshore installation experience. To be completely sure, each report should be peer-reviewed to confirm that nothing critical has been overlooked.

Get it Done Right

Our on-site audit reviews key elements of your health management system, including health practices, facilities and capabilities.

Our proven twelve-point checklist is used to conduct the audit, and ensures a thorough evaluation of processes and practices. Each audit results in a comprehensive report that is meticulously checked by one of our regional medical directors. By conducting a proper health assessment properly, we ensure your peace of mind.

Service Components

You will receive a report comprising:

- Identification of critical non-compliances
- Recommendations for actions
- An evaluation of your company's performance against industry best practice
- Feedback on whether your fit-for-work procedures (for minimising medical evacuations) are aligned with best practice
- An evaluation of your medical capability, infrastructure, equipment, resources and practices (including an emergency medical plan) for propriety and compliance
- An evaluation of your offshore medical personnel - assessing their qualifications, experience, and clinical oversight
- An evaluation of your systems to confirm that they are sufficiently robust in order to manage health and medical risks.

Workplace Health Risk Assessment

Workplace Health Risk Assessments help to protect the health of your employees, support a consistent approach to managing risk arising from work, and comply with policies, regulations and industry standards.



Health Risk Exposure

Health Hazards in your workplace can affect your employees. If not assessed, managed and addressed properly, they can not only cause injuries or accidents, but also cause financial and operational damage.

The International SOS Workplace Health Risk Assessment (HRA) can help you to identify and understand how to control exposures, and integrate solutions to mitigate risks and develop or enhance your health surveillance programmes.

Managing Workplace Health Risks

We provide you with a consistent model for eliminating and controlling risks arising from workplace activities in compliance with company directives and international best practices.

Recommendations from the HRA can be used to:

- Design Health Screening and Surveillance programmes to manage exposure levels amongst workers
- Define wellness and health promotion programmes
- Aid compliance with legal regulations and industry standards
- Manage reputational and other risks associated with consequences of ill health incidents in the workplace

Our Approach

Our Occupational Health medical advisors perform a HRA according to relevant industry standards. The typical scope of a Workplace Health Risk Assessment will include the following:

- Identification of chemical, physical, or psychosocial health hazards in the workplace
- Evaluation of risk based on impact and likelihood of the hazard; and
- Identification of control measures

You will then receive a report with recommended risk mitigation strategies, actionable next steps, and a plan to support the health of your employees that complies with international and industry standards.

Health Impact Assessment

Health impact assessments identify potential impacts of your projects on the health of the local community, and provide recommendations for companies to manage these impacts.



License To Operate

Direct, indirect and cumulative impacts - positive or negative - may arise from a project and affect the health of the surrounding community. Different countries, industry groups, and non-governmental organisations require companies to assess the potential health impacts of a project. Without understanding and managing the health impacts, companies and projects may face difficulties obtaining funding or licenses to operate, as well as risks to productivity or brand image.

Responsible and Sustainable Management

A Health Impact Assessment (HIA) will aid in understanding the potential health impacts of a project - on not only the employees who will be working on the site, but also the communities outside the project gates. HIAs complement a Corporate Social Responsibility or Sustainable Development plan, providing you with actionable recommendations. With this information, you can prepare or adapt project activities, designs, or plans, in order to avoid or mitigate negative impacts, and enhance or strengthen anticipated benefits to the community around your site.

Our Approach

International SOS' comprehensive HIA methodology and our presence in over 90 countries means that we can mobilise resources and provide local knowledge and support in most locations. We investigate the following:

- Communicable diseases
- Non-communicable diseases
- Maternal and child health
- Accidents and injuries
- Nutrition
- Environmental determinants of health
- Social determinants of health
- Health system and healthcare provision



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Global Medical Advisor

Global Medical Advisors offer flexible consulting engagements that can either be specialised, or offer general guidance, to help maintain your global health programmes.



Medical Expertise

Facing increasingly diverse medical challenges and regulatory requirements, companies operating internationally need access to specific knowledge and guidance from subject matter experts.

Our medical team has a broad range of specialisms, including those in the areas of occupational health, travel health, public health, wellness programmes, pandemics, as well as malaria and infectious diseases.

With flexible access to these services, you will save time and money, as well as reduce the risks of disruption to your business.

Service Summary

Whether you need particular medical expertise, impartial facilitation, or simply greater capacity, we have an unparalleled medical team to help. We typically agree on a specific number of days for either:

- A short-term project, an on-going periodic engagement, or a long-term assignment
- Deliverables include reports and plans, dependent upon requirements

Facilitation

Organisations with multiple stakeholders often face challenges in coordinating internal medical responses. In the absence of effective facilitation, teams may waste efforts by conducting overlapping activities, or worse, leave themselves exposed by failing to address critical health responsibilities.

Gaining medical counsel from an advisor with industry and regulatory knowledge improves efficiency.

Our medical advisors will work with you and your stakeholders, using our proven methodology, to help review, assess and advise on your organisation's health needs.

Dedicated Focus

Our global medical advisors are on hand to add capacity and expertise to your medical team. Whether your need is for specialist site assessment, health systems-development, or risk mitigation planning, our advisors add the needed capability.

By so doing, you ensure your medical support requirements are effectively addressed.

Site Medical Advisor

Site Medical Advisors offer practical, flexible consulting services. These engagements help site managers address the real-world, day-to-day health challenges faced by your organisation.



Medical Direction

Unaddressed medical issues can lead to lost productivity, disruption or even legal issues but employing a permanent medical advisor can be expensive, the guidance you can receive may also be limited to his/her sphere of knowledge.

Organisations face increasingly diverse medical challenges and regulatory requirements. As a result, there is a clear need for access to specific medical direction from subject matter experts.

Operational Advice

Your site managers need practical advice and direction that will help with their operational, day-to-day challenges. Getting the right operational medical advice helps avoid business disruption and reduces unnecessary human and operational costs.

Our medical team has a broad range of expertise in the areas of occupational health, travel health, public health, wellness programmes, pandemics, as well as malaria and infectious diseases.

Bespoke On-site Support

We will identify medical priorities for your site by working together with your site management, HSE and HR leaders. We can then plan to mitigate health-related risks, and ensure compliance with local regulations.

Considering your company's overall health strategy, we can build on your combined requirements to ensure that plans work together in harmony.

Together, we can prepare you for everyday medical challenges, as well as potential health-related crises.

Service Summary

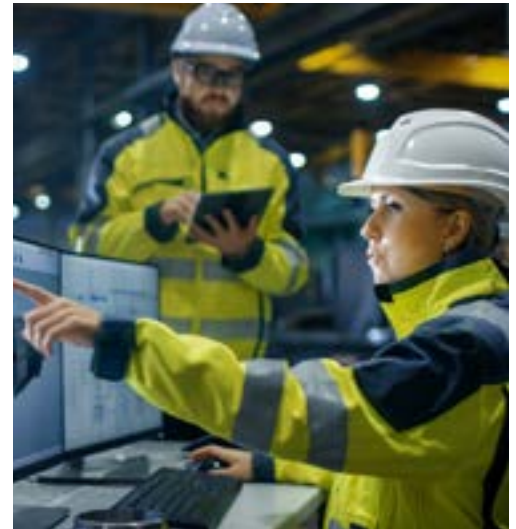
Our services include:

- An initial assessment to understand the working environment and local health challenges
- A workshop with site management to clarify priorities and define a roadmap
- Ongoing medical advice as part of a flexible engagement, possibly including site visit(s)

Deliverables can include reports, procedures and plans, depending on your requirements.

Health Standards Advisory

Companies need to operate in multiple environments with diverse regulatory and cultural practices. Tailored and consistent cross-company health standards support compliance and business efficiencies. This helps reduce unnecessary human, operational and legal costs.



Consistency and Clarity

Varying, or undefined, corporate health standards expose your business to inconsistencies in medical risk-management.

This can have an impact on your personnel, assignees and travellers if not properly contained.

Such risks can result in issues ranging from operational downtime, to employee dissatisfaction, and even litigation.

Significant amounts of time and money can be at stake.

By defining health standards and guidelines across your business, you can systematically manage occupational health, disease, and other risks to your travellers.

The Right Expert

Our medical advisors are occupational health doctors, with years of experience across multiple industries.

This accumulated experience enables us to understand global and local regulatory requirements. This expertise, combined with our workshop approach, means that we can better understand your needs, make sure nothing is left uncovered and provide relevant advice.

Our medical advisors will coordinate with your teams so that your health standards can be integrated into existing company policies, globally.

This not only gets you the best results, but also helps ensure stakeholder buy-in to any recommended changes.

Service Components

Our Health Standards Advisory starts with an interactive workshop. One of our occupational health doctors engages company stakeholders (Health, HSE, HR, and Legal) in a highly participatory workshop that includes a review of existing Health Management System components.



The occupational health doctor provides a report that highlights recommended actions to setup a successful health standards framework. Following the production of the report, our doctor can help you develop the specific health standards required by your organisation.



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Site Health Plan

Site Health Plans enable you to comprehensively plan and manage medical services, consistent with your standards appropriate for the health risks presented by the local environment.



Planning Requirements

Providing medical services for your operations can be complex, particularly in remote or new locations. Different project phases, contractors and stakeholders may have differing requirements. Site-specific community and occupational health risks may also present complicating factors, which, if not well-understood and planned for, may lead to poor health outcomes and unnecessary costs.

Development of a Site Health Plan early in your planning ensures appropriate and comprehensive management of your site's health-related needs. This enables you to fulfil both your own health management policies and internal standards, as well as manage any subcontractors throughout all project phases.

Tailored For Site Specifics

The Site Health Plan describes the health support requirements for your site, to help you ensure consistent medical services are provided across different phases - from pre-mobilisation, through to operations.

We leverage our extensive remote-site experience to provide you with a comprehensive plan that is both medically robust and fit for purpose, in terms of being operationally and culturally sensitive to your site and stakeholder needs.

Whether for emergencies, primary care, occupational health, or community health needs, the plan will enable you to manage and budget for the required resources at your site.

Service Components

You will receive a plan that covers:

- Site health risk mitigation plan
- Site medical care requirements for project workers: Scope of care and resource requirements (medical staffing, clinic facilities, and supply chain)
- Data management: Medical records and reporting
- Disease prevention and management: Prevention of infectious diseases, non-communicable diseases, environmental hazards, accidents and injuries, and protocols for management of illnesses and injuries
- Occupational health: Key components of a Health Management System and screening programme for the workforce
- Referral planning: Referral to medical facilities and medical transportation
- Medical training for medical and non-medical personnel on-site
- Community health
- Quality plan: Operating standards and supervision for continuous improvement

Health Incident Planning

Health Incident Planning provides the structure, procedures and tools to ensure that you can effectively react to a health incident



Infectious Diseases

The World Economic Forum (WEF)¹ has ranked the spread of infectious diseases as the second-highest risk in terms of global impact.

All too often, infectious disease threats are considered only after an outbreak. Some diseases, while not newsworthy, can still have a major impact on operations and morale.

Potential Impact

The implications of one ill person infecting a whole team can be disastrous for your business.

If there is an incident, what is the first thing you will you do?
How many incidents are needed to consider it an outbreak?
Can we contain the situation? How much will it all cost?

A plan is paramount. When executed, it ensures an appropriate, measured reaction to an outbreak.

Planning

An effective health incident plan will not only provide you with the procedures to manage outbreak consequences, but also delivers guidelines to help you communicate effectively with stakeholders.

Our consulting experts have the experience to tailor plans to your needs. The output will be a flexible plan that integrates into your existing system, and can be adapted if new threats of infectious disease arise.

Service Components

You will receive materials covering information on thirteen infectious diseases², plus a day's support from a medical advisor. The advisor will guide you through the planning process, and tailor the following plan to your needs:

1. Guidelines and rationale
2. Reference document
3. Manager briefing
4. Flow chart
5. Employee briefing
6. Poster
7. Procedure
8. Contact tracing
9. Checklist

1. Source: WEF Global Risks 2015 (10th edition)

2. Cholera, Hepatitis, Influenza (seasonal), Legionella, Measles, Meningitis, MRSA, Mumps, Norovirus, Portusis (whooping cough), SARS, Tuberculosis, Varicella (chickenpox).

Pandemic Plan Development

At the forefront of pandemic planning, a full suite of pandemic preparedness tools allows you to mitigate the impact of a pandemic on your global workforce.



Impacts

The impact of a pandemic on a global organisation can be crippling. If unprepared, your company could suffer additional complications and costs that may interfere not only with the health of your workforce, but also your business operations.

Service Components

Our Pandemic Planning services include:

- Needs-assessment and gap analysis
- Development and review of Pandemic Policies and Plans, including customisation for implementation in different sites, countries, or departments
- Antiviral medication advisory
- Training and communication, such as scenario workshops, awareness seminars, or e-Learning programmes

Planning and Preparation

Effective pandemic management, through advice and training for workers, can help to prevent unnecessary health risks, and maintain your operations. Our tools help you to address and respond to these risks, based on the expected severity of the pandemic, rate of transmission within the community, and the impact and business continuity requirements at your particular location.

Our Pandemic Specialists will help to:

- Educate your team on the science and medicine of pandemic threats, including the risks to your business
- Develop a comprehensive set of pandemic-preparedness policies that define your company's intent in each major area of pandemic planning, accompanied by a medically based rationale
- Build a series of comprehensive action tables that detail the trigger points and specific activities to be undertaken by your organisation at each phase of a pandemic. Intuitive checklists are linked to the action tables to assist in plan implementation
- Customise International SOS information to ensure that the actions are communicated across your wider organisation



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