



# ANNUAL REPORT FOR THE BOARD OF THE INTERNATIONAL SOS FOUNDATION

Prepared by Kai Boschmann Approved by Laurent Fourier

November 2017



# ABOUT THE FOUNDATION

The International SOS Foundation ("ISF"), legally called "Stichting International SOS", was established on 25 October, 2011 in accordance with the Dutch Civil Code. The registered office is in Amsterdam, John M. Keynesplein 3.

The objective of the Foundation is to improve the health, safety, security and well-being of individuals working away from home, internationally, remotely or on international assignments in remote areas.

The foundation has six main activities:

- **1.** The study of potential health, safety and security risks linked to international and remote assignments.
- **2.** Providing information to governments, employers, workers and contractors concerning the risks as aforementioned in 1.
- **3.** Encouraging employers to develop and strengthen corporate social responsibility in areas in proximity to their worksites.
- **4.** Encouraging the development of an international instrument (such as a code of practice) to address the prevention and mitigation of risks as aforementioned in 1, as well as guidance on what should be done should an accident, illness or security situation occur.
- **5.** Disseminating information about the risks as aforementioned in 1. through communication tools such as leaflets, web-based publications, scientific articles, books, films, meetings and seminars.
- 6. Other activities in furtherance of the goals as determined by the board.

Examples of the activities, which the Foundation undertakes are:

- Sponsoring academic research into the health, safety and security risks linked to international and remote assignments.
- Paying for associated costs in attending or hosting conferences and events including travel, accommodation, food services, hall rental and audiovisual tool costs.
- Extending financial support to ISF's goals worldwide in the form of grants, consultancy fees, gifts, subsidies, donations and scholarships;

The Foundation does not aim to make any profit. Its income is generated through gifts, inheritances and legacies, grants and donations. The Foundation is registered as a public charitable institution (a so called "ANBI") with the Tax Authorities.

The reporting year of the Foundation is from 1 July 2016 to 30 June 2017.



## Activities during the Financial Year 2016/2017

The International SOS Foundation global activities are thriving. Its work strategically positions International SOS services to client showing:

- End-to-end travel risk management solutions are often required by legislation.
- Prevention is better than reaction. Risk assessment, health checks, education and training are not only ethical but cost-effective.
- Insurance is good but preventive measures, an assistance platform and compliance tools are ideal to meet regulatory requirements.

## AWARD WINNING RESULTS:

The International SOS Foundation is an **award winning registered charity** with the following awards under its belt:

- 1. 2014 Forum for Expatriate Management's annual EMMA awards in the Asia-Pacific region in its "Best Thought Leadership" category for our Global Framework publication, winner.
- 2. 2015 Forum for Expatriate Management's annual EMMA awards in the Americas in its "Best Thought Leadership category for our ground-breaking Duty of Care Benchmarking report", winner.
- 2015 Forum for Expatriate Management's EMMA awards in Americas and in the EMEA region for its "Best Thought Leadership – Survey/Research Study of the Year" category for our "Return on Prevention study", runner-up.

2017 MarCom Awards, Gold Winner for the 2017 Duty of Care Summit.

https://www.internationalsos.com/about-us/awards-and-recognition





# 1. Duty of Care Awards

The Foundation hosted its 2nd global **Duty of Care Awards**. The awards cumulated in a **Gala event on 29** June, 2017 in Berlin.

Target audience: Travel Risk, Security, Risk, Medical, Occupational Health and Compliance professionals.

The International SOS Foundation received over 133 entries (up 18% from the previous year) from clients and prospects, representing 17 industries in 32 countries:

- Clients (63%)
- Prospects (33%)
- Partners (4%)
- Associations (0%)



The awards entries were submitted into eight (five in the previous year) categories: Innovation, Resilient Care, Communication, Partnership, Thought Leadership, Remote Health, Mittelstand (German SME) and Ambassador of Duty of Care. For each submission, clients submitted a 1,200 word description of their Duty of Care programme.

In June, twelve (nine the previous year) independent judges, who are experts in risk management, security, occupational health and global mobility issues, selected the winners.



To maintain the integrity of the process, all winner names were kept secret until the event. The winners were: M&S, ABB, J&J, Windea Offshore, Nestle, Toyota-Boshuku, KHS, FirstRand and Gian-Rico Luzzi (Zebra Tech).



The event was black tie.

Foundation representatives, officials, VIPs, key stakholders and judges sat at the top table together with over 200 guests. The award winners names were read by the MC and handed winning trophies. After all the winners names were announced, we ran an **auction to raise money for a local charity for people with disabilities**, <u>CBM</u>.

#### We had a media partnership with IOSH Magazine.

The event was once again sublimely successful and helped us build tremendous goodwill and grow our reputation as ambassadors of Duty of Care.

#### Client comments:

"Both events came across efficient and warm at the same time, which is a rare combination and down to the details managed so well." **LexisNexis** 

"I thought the event was fantastic and it was a privilege to speak. The format was great." **Thomson Reuters** 

"We enjoyed the setting, the food, the speeches - everything was very well organised." Windea Offshore

"Appreciate your support and encouragement to ensure we were there on the night to receive this award. We are very excited to receive this award and its good recognition of the efforts of the team in PNG." **Nestle** 

"Thanks again for organising everything. It was a memorable experience. Warm regards from Panama." ABB

"Thank you for organising us so well!" Chubb

"It was a pleasure to interact with you and all the professionals during the summit. I look forward to a sustained interaction with all." Genpact

"Thanks again for a fantastic evening. We are proud of the achievement and pleased to be associated with such an award that demonstrates our Culture of Caring. You will see us again!" **Jacobs Engineering** 

We plan to host the event annually in a different region every year. We will run the next event on 17 May 2018 in Chicago, USA. <u>https://www.dutyofcareawards.org/</u>





# 2. New Duty of Care Summit

In 16/17, we added a massive innovation to the already sweeping Duty of Care awards. We started a Duty of Care Summit (business conference). A number of interesting speakers were lined up to give 200 paying guests a learning & networking oportunity. This was a full one-day conference immediately preceding the Awards Gala.

# Speakers



Allan, CEO ica & Europe





Dr.Roddon Rodrigues ez Medica Directo







Tom van Herwijhen

Health, Safety &

Mathias Braid

of Corp



Sea



Nick Hawkh: MD, EMEA



Dr Ashish Mishe alth D

Trave Jullan Walker, Head of Externa unications & FR

We bought services software from Eventbrite & Paypal to process the 200 paying guests and generated Euro 32,8k from ticket prices.

Customer satisfaction of the Summit based on an exit poll: The Summit was rated 4.4 out of 5 and 100% of respondents would attend similar event in future.

We managed to attract sponsors for this event, generating Euro 53,1k to help cover some of the logistics costs. (Tiered-sponsorships: Gold, Silver & Bronze priced accordingly.) Against sponsorship clients received category sponsorship (handing over trophy and photo opportunity), workshops, seats & tables, branding and speaking opportunities.













# 3. The Singapore Declaration

The International SOS Foundation, supported by the Ministry of Manpower (MOM) Singapore, launched a declaration during a Summit Meeting on 3 September 2017, on the opening of the XXI World Congress on Safety and Health at Work in Singapore.

Close to 200 representatives from organisations and institutions have signed the declaration in support of the principles of risk prevention with regard to work-related travel safety, health and security.

The International SOS Foundation is now seeking participation from all leaders and professionals, who have responsibility for the Duty of Care of their mobile workforce, to pledge their commitment for Duty of Care.

The declaration will demonstrate commitment and leadership across all industry sectors, public and private sector and NGOs, to institutions of higher learning and others. Business leaders, who would like to represent the leadership of their organisation by signing the declaration, can now provide a <u>digital signature</u>.



# 4. Duty of Care Training

The International SOS Foundation has designed the world's only certified Duty of Care Training programme entitled, *Safety, Health and Security for the Mobile Worker*. The training courses provide occupational safety and health practitioners with the knowledge and skills necessary to actively participate in the management of safe, healthy and secure travel for their mobile workforce.

The course is targeted at occupational safety and health practitioners, travel managers, occupational doctors, security experts, travel risk managers, or others with equivalent experience in travel safety, health and security.

Upon successful completion of a course, participants will be awarded a certificate from the Institution of Occupational Safety and Health.

**Principle Course\*:** Understanding travel risks, developing a travel-related risk assessment and traveller's briefing as well as planning and participating in incident management. Three days Upcoming courses: China,

# 17-19 January 2018 (Register here), Zurich, 6-8 February 2018 (Register here) **Train-the-Trainer\*\*:** Safety, health and security for the mobile worker: Train-the-Trainer, Three days.

\*Certification for the principle course includes a post-course practical assignment.

\*\*Prerequisite for Train-the-Trainer is the successful completion of Course One and Course Two.

Date	Location	Trainer	Type of Programme
Date	Location	ranei	Type of Frogramme
18/19 October 16	London	Dr David Gold	2 day – Mainstream PILOT - Part 1
22/23 November'16	London	Dr David Gold	2 day – Mainstream PILOT - Part 2
28 Feb & 3 March'17	London	Dr David Gold	Train - the -Trainer PILOT - Part 1
4 April'17	London	Dr David Gold	Train - the -Trainer PILOT - Part 2
1/2 March'17	London	Dr David Gold	2 day – Mainstream - Part 1
5/6 April'17	London	Dr David Gold	2 day – Mainstream - Part 2
20/21 July'17	Boston	Dr David Gold	2 day – Mainstream – Part 1
7/8 September'17	Singapore	Dr David Gold	2 day Mainstream – Part 1
24/25 October'17	Washington	Dr David Gold	2 day Mainstream – Part 2
January'18	China	Dr David Gold	2 day Mainstream – Part 2 & Train-the-Trainer
January'18	China	Dr David Gold	3-day Mainstream & Train-the-Trainer
February'18	Zurich	Christoph Weber	3-day Mainstream & Train-the-Trainer

# 5. Duty of Care White Papers

This year the Foundation has an ambitious plan for its thought-leadership papers. Table below with the annual overview:

No.	Collateral	Estimated Delivery
1	Singapore Declaration	Q1 Foundation - 3 Sep 2017
2	Sancroft GRI index Toolbox, Case Study & Recommendations	Q1 Foundation - 20 Sep 2017
3	Nine DoC Awards winners' case studies booklet	Q2 Foundation - Oct /Nov 2017
4	Psycho Analysis of The Traveller with Prof at Kingston University	Q3 Foundation - February 2018
5	BCI - Everbridge joint paper: Communicating with your employees in a crisis	Q3 Foundation - Mar 2018
6	Enhesa partnership white papers with focus on India and Mexico	Q2 and Q4
7	SOM – The Value of OH – Internationally	Q4 Foundation @ ICOH Congress - Apr 2018
8	Ground Transportation white paper with GRPS	Q4 Foundation
9	KPMG - joint paper - International assignees / mobility	твс
10	TMC paper	твс
11	BSI ISO Standard 3001 (2 year journey)	End of FY1819



The group & regional teams were busy creating **<u>NEW PAPERS</u>** this year:

## INTERNATIONAL WHITE PAPERS

- Occupational Health & Safety and Workplace Wellness Reporting Guidelines for a Global Workforce: A Practical Guide for Internationally Operating Employers. (English) Published by Sancroft and The International SOS Foundation (2017). This guide aims to provide OH&S, sustainability and corporate reporting professionals with practical guidance on how to improve OH&S reporting and practice. It was informed by interviews with leading multinational organisations, alongside engagement with leaders in the field and analysis of publicly available information.
- Investing & Operating in Russia: Mitigate Occupational Health Risks and Meet Regulatory <u>Compliance</u> (English) Published by Enhesa and International SOS (2017). This whitepaper addresses the most complex and contradictory legal requirements pertaining to occupational health and safety, harm prevention, current common law practices and guidance on the problems employers face in the field of occupational health.

#### US & CANADA

- The International SOS Foundation, in conjunction with US labour law experts Fisher Phillips, LLP and the American College of Occupational & Environmental Medicine (ACOEM), launched their new whitepaper:
  'Legal Perspective on the Health, Safety and Security Responsibilities for a US Mobile Workforce' Employer Best Practices and Travel Risk Management Checklist. This paper explores the evolving legal framework that governs the Duty of Care that US employers owe their workers who travel and work abroad.
- International Corporate Health Leadership Council (ICHLC): The ICHLC 2018 Corporate Health Trends Report, entitled International Corporate Health Trends Report: Prepare & Support Your Mobile Workforce for the Future, assesses the results of 344 global organisations to provide management with recommendations to best protect and support their mobile workforce.

## AUSTRALIA

Report on Request for personal information in the context of an assignment or travel posting process. This briefing paper aims to provide Members with information about requesting personal information in the context of an assignment or travel posting process. It also seeks to assist Members in managing the diversity of their mobility programs while complying with Australian ant-discrimination and privacy laws.

#### VIETNAM

- <u>Vietnam Duty of Care and Occupational Health and Safety. A legal perspective and employer best</u> <u>practices (English)</u> Published by Vietnam Chamber of Commerce and Industry (VCCI), Phuoc & Partners and the International SOS Foundation. The paper gives an overview of the Legal Landscape of Occupational Health and Safety in Vietnam as well as the Key Legislation for all Industries.
- <u>Vietnam Duty of Care and Occupational Health and Safety. A legal perspective and employer best</u>
  <u>practices</u>

(Vietnamese) Published by Vietnam Chamber of Commerce and Industry (VCCI), Phuoc & Partners and the International SOS Foundation. The paper gives an overview of the Legal Landscape of Occupational Health and Safety in Vietnam as well as the Key Legislation for all Industries.

 EDUCATION: <u>Managing Medical & Travel Security Risks in the Education Sector: A Framework</u> (English) Published by the International SOS Foundation. This document is for anyone who is involved in the Risk Assessment process and anyone who has some knowledge/experience of Risk Assessment for outdoor activities in the Education Sector.

#### KOREA

The Korea Employer's Duty of Care to Their Overseas Employees: A Legal Perspective (Korean) Published by the BKL (BAE, KIM & LEE) and the International SOS Foundation. A briefing paper on Duty of Care in Korea and the responsibility of companies to their business travellers and expatriates.

#### SINGAPORE

- Health, Security & Safety (English) Published by the Workplace Safety and Health Council, Workplace Safety and Health Institute, Rajah & Tann, Prevent and the International SOS Foundation. Overview of the responsibilities of Singaporean organisations towards employees on business travel or overseas assignment.
- The Singapore Employer's Duty of Care on Workplace Safety & Health When Employees Travel (English) Published by Rajah Tann and the International SOS Foundation. Overview of the Singaporean employers' Duty of Care responsibilities for employees travelling overseas for work.
- International SOS International Guidelines Managing Medical and Travel Security Risks in the Education Sector. A Framework.

#### HOLLAND

Publication in Dutch 'ZORG VOOR UW MEDEWERKERS DIE DE GRENS OVERGAAN' in partnership with AWVN, the largest Dutch employer's organisation. Published in July 2017. ENG translation: 'Duty of Care for your mobile workforce- a guideline for Dutch organisations

#### BELGIUM

Publication in Dutch, French and English 'Duty of Care for your mobile workforce- a guideline for Belgian organisations', in partnership with VBO-FEB, the largest Belgian employer's organisation. Published in November 2016.

#### FINLAND

In the pipe, to be expected before end of calendar year 2017 in Finland: a joint publication with Centre for Occupational Safety TTK, Institute of Occupational health TTL, Finnish Traffic Organisation and Confederation of Finnish Industries 'Working safely abroad'. In Finnish and English.

#### SWEDEN

Duty of Care Owed by Swedish Companies to Their Overseas Employees: A Legal Perspective (English) Published by the VINGE and the International SOS Foundation. This summary provides an overview of the legal framework in Sweden governing Swedish employers' responsibility with regards to health and safety. IRELAND

**Duty of Care Owed by Irish Companies to Their Overseas Employees: A legal Perspective** (English) Published by the International SOS Foundation and Arthur Cox. This summary provides an overview of the legal framework in Ireland governing Irish employers' responsibility with regards to health and safety.

# 6. Recent Duty of Care Events

The Foundation shared its Duty of Care expertise in conjunction with several organisations around the world. These sessions focused on helping employers develop travel risk management policies and procedures in regards to employment laws, benefits, tax, health, safety, security, emergencies, crisis management and well-being as well as other issues.

## Americas:

COUNTRY	DATE	ACTIVITY	CAMPAIGN TITLE	LOCATION
Americas	Mar 22	Panel Discussion	US Legal DoC: Legal Perspective regarding the Health, Safety & Security of a US Mobile Workforce	Online
US	Jan 17	Lead generation	IOSH – Occupational Safety & Health Guide promotion to key targets as part of educational nurturing program	Email / Online
US	Apr 25	Presentation	The Bottom Line – Your Return on Prevention	Philadelphia Convention Center, USA
Americas	May 18	Presentation / Discussion	GBTA: Legal Duty of Care for a US Mobile Workforce w/ Fisher Philipps	Online via GBTA
US	July 20-21	Accredited Training	Part I- Duty of Care Training	Boston, USA
US	Oct 24-25	Accredited Training	Part II – Duty of Care Training	Washington DC, USA
Americas	Nov 16	Presentation	ICHLC 2018 Corporate Health Trends: Prepare & Support Your Mobile Workforce for the Future	Online

#### Asia:

COUNTRY	DATE	ACTIVITY	CAMPAIGN TITLE	LOCATION
Japan	July 2016	Event	The Global Risk Seminar on Duty of Care in co-operation with Baker McKenzie.	Osaka
Japan	May 2017	Event	Travel Risk Front Line event – held in conjunction with Kansai Economic Federation	Osaka
Hong Kong	16 June 16	Event	Global Duty of Care Awards	Hong Kong
	14 Sep 16	Event	Breakfast Seminar: Duty of Care for Employees W Working Overseas	Hong Kong
	8 Mar 17	Event	Duty of Care Conference	Singapore
Singapore	23 May 17	Event	Managing Medical & Travel Security Risks in the Education Sector: A Framework	Singapore
olligapore	23 May 17	Event	Asia Education Duty of Care Conference	Singapore
	3 Sep 17	Event	Singapore Declaration & World Summit	Singapore
	7-8 Sep 17	Training	Duty of Care Training	Singapore
	1-2 Nov 17	Event	Asia Remote Health & Corporate Wellness Conference 2017	Singapore



China:				
COUNTRY	DATE	ACTIVITY	CAMPAIGN TITLE	LOCATION
China	On-going	Various	Promoting Duty of Care and Participate as a Judge in DoC Award	China
	On-going	Various	Partnership with China Enterprise Confederation/China Enterprise Directors Association to Promote Duty of Care and Participate as a Judge in DoC Award	China

Europe:					
COUNTRY	DATE	ACTI	/ITY	CAMPAIGN TITLE	
Sweden	9 May 2017	Event	Duty of	Care in Practice	Stockholm
Holland	30 Nov 17	Event	Launch AWVN booklet at networking Group International Mobility AWVN		Netherlands
Germany	19 Jan 17	Event	Travel Risk Outlook 2017		Bonn
Germany	16 Feb 17	Event	Travel Risk Outlook 2017		Munich
	21 Feb 17	Webinars		Care Awards and Summit n and English)	
Germany	14 – 16 Nov 16	Trade Show	GBTA C	Conference	Frankfurt
	29-30 Nov	Event	Travel Security Simulation Exercise in coop with Hiscox and CR		Frankfurt
Italy	20 Apr 17	Event	Duty of	Care in Italy	Milan

# 7. Global Road Safety Campaign (GRSP)

In 2012, The Foundation joined forces with GRSP, a non-profit organisation of leading multi- and bi-lateral development agencies, governments, businesses and civil society organisations, to help mitigate road accidents faced by business travellers and expatriates whilst away from home.

Laurent Fourier continues to be Vice-Chairman of the GRSP Board.

Together with the GRSP, we worked on **digitalising and adding to our Travel Risk Map a third layer of road fatalities** around the world. <u>http://www.travelriskmap.com/</u>

Together the GRSP and the Foundation continue to promote our **Road Safety Pocket Guide and The Road Safety e-learning module.** 

This year we are hoping to develop a video together for the use in potential in-flight TV to raise awareness of road safety.



## **8.International SOS Foundation website**

The Foundation has kept content on its website refreshed and current. We have updated our repository of white papers, legislative documents, guidance notes and scientific papers, so that we can continue to be seen as thought leader in the area of employer responsibility. We have posted press releases and advertised events related to the ISF's activity. <u>www.internationalsos.com/foundation</u>

The Foundation now has its own Twitter account. @DoC Awards

We keep the International SOS' **Duty of Care blog** on LinkedIn updated: **Direct link**: <u>https://www.linkedin.com/groups/8433640</u>

**Medical Publications** are another good way of showing our thought-leadership and medical expertise in our field. We have created a detailed landing page with attachments for this: <u>www.internationalsos.com/medical-publications.</u>

### 9. Asia Remote Conference



Asia Remote Health Committee (ARHC) is now a fully independent, non-profit committee of the Foundation. It is dedicated to improving the safety, security, health and welfare of people who live and work in remote locations in Asia. The Committee aims to drive and develop workplace safety and health guidelines and standards for remote sites in Asia. This is done through the sharing of methods, solutions and experience of the industry-experts.

The Asia Remote Site Health and Corporate Wellness Conference took place in Singapore, on 1-2 November 2017. This annual conference is supported by volunteers of the Foundation.

Over 300 Leaders and practitioners gathered for the sixth consecutive Asia Remote Site Health and Corporate Wellness Conference in Singapore, on 1-2 November 2017. The Conference is organised by the Asia Remote Health Committee, a chapter of the International SOS Foundation.

This event brought over 40 experts in the fields of occupational health, clinical medicine, and global security to share the latest trends and best practices. Speakers from organisations such as PWC, Asia Development Bank, Shell, Facebook, Control Risks, Capgemini, WPO, Huawei, Petronas, PTTEP, Western Digital, Qualcomm, Exxonmobil, GSK etc, shared innovative insights while interacting with the audience through a mobile event app where attendees were able to join live-polling sessions and ask questions real-time. There were also bonus sessions on Continuous Medical Education on Infectious Diseases and health and wellness for the Commercial Maritime industry. The event also brought together exhibitors from Abaxis, Andatech, HTM Medico, Interacoustics, Meditech, Persys Medical and Zoll.



# 10. Foundation becomes sustaining member of ICOH



International Commission on Occupational Health Founded in 1906 as Permanent Commission

The <u>International Commission on Occupational Health (ICOH)</u> is an international non-governmental professional society whose aims are to foster the scientific progress, knowledge and development of occupational health and safety in all its aspects. Today, ICOH is the world's leading international scientific society in the field of occupational health with a membership of 2,000 professionals from 93 countries.

We are pleased to announce that the International SOS Foundation has become a <u>sustaining member of ICOH</u>. ICOH's sustaining members include an diverse mix of some of the world's leading lights in occupational health e.g. the USA's National Institute for Occupational Safety and Health (NIOSH) and Korea's Occupational Safety & Health Agency (KOSHA). We look forward to leveraging this relationship in future, as we continue to build our occupational health thought leadership and reputation.

ICOH's members include numerous target clients for International SOS, including medical doctors, occupational hygienists, occupational health nurses, safety engineers, psychologists, chemists, physicists, ergonomists, statisticians, epidemiologists, social scientists and physiotherapists. These professionals work either for universities, institutes of occupational health, governments or industries.

ICOH participates in and runs some of the world's largest and most important events for occupational health. Including their forthcoming <u>32<sup>nd</sup> International Congress on Occupational Health – ICOH 2018</u> in Dublin, Ireland. The conference will centre around '*Occupational Health and Wellbeing: linking research to practice*'. The conference will be attended by thousands of occupational health professionals. International SOS' Dr Olivier Lo and Dr Stefan Esser will be representing the International SOS Foundation at ICOH. Acting as our key liaison members. Both doctors bring a wealth of OH experience – both in terms of delivery and the development of thought-leadership and research.



#### **Board**

The board of the Foundation consists of two members unrelated to one another and who receive no remuneration except the partial covering of expenses and their meeting attendance costs.

During the financial year 2016/2017 the board consisted of the following members:

Chairman:	Mr. Arnaud Vaissié
Secretary and Treasurer:	Mr. Laurent Sabourin

#### **Representatives**

The board has appointed Mr. Laurent Fourier and Ms Kai Boschmann as representatives of the Foundation. The representatives do not receive remuneration.

#### **Accounting**

The Foundation's finances are administered by the Finance Department of the International SOS Groups entity located in London, UK. The time spent on the Foundations finances are not charged but should be seen as donation to the foundation.

The annual accounts will be reviewed by an independent chartered accountant.

#### <u>Staff</u>

The Foundation does not have its own staff. Several employees within the International SOS Group assist with carrying out of the activities of the Foundation, at no charge. The register of volunteers is kept up-to-date on the Foundation website: <u>https://www.internationalsosfoundation.org/about-us</u>