



INTERNATIONAL SOS

Environment Policy

Version 3.00

Document Owner: **Legal**

Document Manager: **Group General Counsel**

Effective: ***December 2025***

POLICY

**WORLDWIDE REACH.
HUMAN TOUCH.**

© 2025 All copyright in these materials are reserved to AEA International Holdings Pte. Ltd. No text contained in these materials may be reproduced, duplicated or copied by any means or in any form, in whole or in part, without the prior written permission of AEA International Holdings Pte. Ltd.

The only controlled copy of this document is maintained electronically. If this document is printed, the printed version is an uncontrolled copy.

TABLE OF CONTENTS

1.	INTRODUCTION	4
	1.1. Background.....	4
	1.2. Objective.....	4
	1.3. Scope.....	4
	1.4. Applicability.....	5
2.	COMMITMENTS	6
	2.1. Energy and Greenhouse Gas (GHG) Emissions.....	6
	2.2. Water Management.....	6
	2.3. Waste and Resource Management.....	6
	2.4. Biodiversity Conservation.....	7
3.	REPORTING AND VERIFICATION	8
4.	ENFORCEMENT AND REPORTING BREACHES	8



1. INTRODUCTION

1.1. Background

1.1.1. International SOS recognises that resilience and adaptation to environmental challenges are essential to sustainable business practices. We aim to fulfil our duty to safeguard our clients' employees, and are equally committed to reducing the environmental impact of our own operations and promoting responsible resource management across all areas of the organisation.

1.2. Objective

1.2.1. The Environmental Policy (the Policy) establishes the standards that govern the International SOS Group's efforts to reduce and mitigate the environmental impacts of our operations. By integrating environmentally responsible practices into our business activities wherever possible, we aim to operate sustainably across all areas of the organisation.

1.2.2. Through the engagement of our global workforce and operations, partnerships with external organisations, the development of thought leadership, and collaboration with our clients, we continuously strive to manage and minimise our environmental footprint. This Policy aims to achieve the following objectives:

- (a) Ensure compliance with applicable environmental regulations and promote responsible operational practices aligned with healthcare and assistance sectors.
- (b) Recognise our responsibility to develop sustainable practices, to raise awareness among our employees and stakeholders.
- (c) Provide a consistent and standardised approach to actions and initiatives aimed at managing and reducing our environmental impact.
- (d) Positively impact employee engagement in relation to environmental management in our company.

1.3. Scope

1.3.1. The Environment Policy applies to all International SOS Group business lines, business units, and employees over which we have direct operational control.

1.3.2. This Policy applies to all physical locations where International SOS Group conducts its own operations, activities, and transactions. In our commitment to accurately manage and report on environmental impacts, we differentiate between International SOS sites and customer sites where International SOS provides services. As of October 2025, most buildings used by International SOS are leased. Priority will be given to those sites deemed material to our operations based on the number of employees and services provided.

- (a) **Operational sites:** This refers to sites directly managed and operated by International SOS Group. These sites host significant operational activities, serving as essential hubs for delivering our core business activities. These sites play a crucial role in ensuring the delivery of high-quality products and services, thereby meeting the expectations of our clients. These operational hubs may include Assistance Centres and/or other critical business infrastructure facilities.
 - (b) **Non-Operational sites:** Refers to locations associated with the International SOS Group that do not function as primary centres of business operations and/or do not have core operational activities. This may include smaller clinics, administrative offices, and sites wholly owned by clients.
- 1.3.3. This Policy applies to our material environmental topics, and may include, but is not limited to, greenhouse gas emissions, waste, water, and biodiversity. Depending on the materiality of each topic, the Group may define specific metrics and actions to monitor performance and drive continuous improvement.
- 1.3.4. This Policy does not cover facilities, buildings, business operations, and physical locations where our staff or employees work, but which are owned by clients or other stakeholders where we have limited or no operational control.
- 1.3.5. The Policy sets out the minimum requirements for the International SOS Group. Business units operating in jurisdictions subject to a higher standard are required to follow local regulations.

1.4. **Applicability**

- 1.4.1. Our detailed direction and focus areas are outlined in the company's Sustainability Report, which reflects our ongoing efforts to review, refine, and communicate our approach over time. This ensures that our strategy remains aligned with relevant expectations and evolving industry practices, while maintaining flexibility in how these considerations are addressed across our global operations.
- 1.4.2. Information on our actions and supporting policies is disclosed annually through the company's Sustainability Report, focusing on those areas and metrics that are considered material or otherwise pertinent to our business activities.

2. COMMITMENTS

2.1. Energy and Greenhouse Gas (GHG) Emissions

- 2.1.1. International SOS recognises the importance of managing energy use and GHG emissions as part of our broader approach to responsible operations. We acknowledge that our global activities, including security and healthcare service delivery, logistics, and support functions, have an associated environmental footprint. As a global organisation, International SOS seeks to understand and monitor these impacts, while identifying opportunities to enhance efficiency and promote best practices across our operations.
- 2.1.2. We aim to adopt a thoughtful and informed approach to managing energy consumption and GHG emissions across our facilities and activities, considering operational requirements and local contexts. This includes exploring ways to optimise energy performance, encourage efficient resource use, and engage internal and external stakeholders in initiatives that promote environmental awareness.
- 2.1.3. **Business travel:** We recognise that business travel and evacuation services contribute significantly to our GHG emissions. We aim to progressively reduce these impacts by encouraging alternative commuting methods, supporting lower-carbon options where feasible, and exploring offsetting opportunities in collaboration with our clients and partners.

2.2. Water Management

- 2.2.1. Responsible water use is an essential pillar of stewardship. We aim to reduce water consumption in our offices, sites, and clinics under our management and work with our stakeholders to:
- Promote the collection and monitoring of data on water performance and identify any water-related business risks and opportunities.
 - Identify opportunities for water reduction initiatives and/or wastewater re-use programmes, where possible.
 - Engage with our supply chain to better understand our water-related risks and impacts, in order to implement localised strategies and standards.

2.3. Waste and Resource Management

- 2.3.1. International SOS is committed to managing waste generated from its operations in a safe, responsible, and compliant manner. We adhere to applicable local environmental regulations and recognised industry standards, ensuring that waste management practices safeguard human health and the environment. The company seeks to minimise waste generation through efficient use of materials, responsible consumption, and the promotion of waste reduction, reuse, and recycling wherever practicable.

- 2.3.2. Continuous improvement in waste management is pursued by engaging employees, suppliers, and partners to uphold high standards of environmental responsibility. Through collaboration and awareness initiatives, we aim to embed responsible waste practices within daily operations and decision-making processes across the organisation.
- 2.3.3. **Medical waste:** Given the nature of our operations, particular emphasis is placed on the proper handling and disposal of medical and clinical waste. International SOS ensures that all medical waste is managed through approved and licensed channels, in full compliance with applicable health, safety, and environmental regulations.

2.4. Biodiversity Conservation

- 2.4.1. The company recognises the importance of protecting biodiversity and the ecosystems that support life and wellbeing. We acknowledge that healthy natural environments contribute to the resilience of communities and the sustainability of global operations. While our activities generally have a limited direct impact on biodiversity, we are committed to conducting our operations in a responsible and compliant manner with applicable biodiversity regulations. Where our activities may occur near biodiversity-protected or environmentally sensitive areas, we will seek to avoid, minimise, or mitigate potential impacts and to operate in a manner that respects local ecological values.
- 2.4.2. We also encourage awareness among employees, suppliers, and partners of the value of biodiversity, promoting respect for local environments and responsible practices consistent with our broader sustainability principles.

3. REPORTING AND VERIFICATION

- 3.1. We are committed to improving our environmental performance gradually and continuously to reach our business objectives as set out in this document. This Policy aligns with our business objectives and represents our ongoing commitment to responsible environmental management.
- 3.2. Our Sustainability Committee is responsible for collecting and monitoring the data, developing localised and Group-wide initiatives, and reporting progress to our Sustainability Board annually. The Sustainability Board validates the data and provides strategic support for the progress of our performance.
- 3.3. Progress on environmental performance and policies is disclosed through our annual Sustainability Report and, where appropriate, with stakeholders, certification bodies and ranking organisations.

4. ENFORCEMENT AND REPORTING BREACHES

- 4.1. Breaches of this Policy may have serious legal and reputation repercussions and could cause material damage to International SOS. Consequently, breaches can potentially lead to disciplinary action that could include summary dismissal and to legal sanctions, including criminal penalties.
- 4.2. All employees are expected to promptly and fully report any breaches of the Policy. A report may be made to the employees' supervisor or the Group General Counsel. Reports made in good faith by someone who has not breached this Policy will not reflect badly on that person or their career at Intl.SOS. Reports may be made using the following e-mail address: Compliance@internationalsos.com.

© 2025 All copyright in these materials are reserved to AEA International Holdings Pte. Ltd. No text contained in these materials may be reproduced, duplicated or copied by any means or in any form, in whole or in part, without the prior written permission of AEA International Holdings Pte. Ltd.