

International SOS is committed to demonstrating respect and care for our workforce so that our people can fulfil their potential.

We take an active approach to ensuring that we live by our core values of Passion, Expertise, Respect and Care. Our approach is led by our employees for our employees in the form of Respect and Care committees which operate at each of our sites in compliance with local laws. Our dedicated staff volunteer their time and energy to ensure that our employees can thrive within International SOS.

We strive to ensure that our workforce is truly representative of all different segments of society and that each employee is respected. By leveraging the unique backgrounds, perspectives and experiences of our people, we believe we can provide excellent customer service to our customers.

We do this through the following:

**Demonstrating equality, fairness and respect for all our employees**, whether part-time or full-time. We also practice this in the selection of and engagement with our vendors and partners.

**In making any purchasing decisions**, International SOS works to engage the services of organisations that agree to abide by our Code of Conduct and to create job opportunities for the local workforce.

**Opposing and preventing any unlawful discrimination in the workplace** on the basis of (including but not limited to) age, disability, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex (gender), and sexual orientation.

We are committed to:

**Actively seeking** to recruit top talent. We work closely with our internal recruitment and our third-party recruiters to ensure a wide candidate pool for each position that we are looking to hire.

**Encouraging** respect in the workplace. We create a working environment free from bullying, harassment, victimisation and unlawful discrimination, while promoting dignity and respect for all. Individual differences and the contributions of all staff are recognised and valued.

**Considering seriously any** complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities seriously.

**Creating** opportunities for training, development and progress available to all staff. We help and encourage employees to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.

**Ensuring** decisions concerning staff are based on merit and fairness.

**Reviewing** employment practices and procedures when necessary to ensure fairness. We regularly update policies to take account of changes in the law and ensure we are following the local laws of the countries within which we operate.

**Providing annual Code of Conduct training** for all our employees.

We believe this commitment adds value to our customers and employees.



Arnaud Vaissie  
Chairman & CEO

20 February 2025