



# INTERNATIONAL SOS

## Safeguarding of Children and Vulnerable Adults

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**POLICY**

**WORLDWIDE REACH.  
HUMAN TOUCH.**

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Group		INTERNATIONAL SOS Safeguarding of Children and Vulnerable Adults					Policy	
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Revision History								
Revision	Rev. Date	Description	Prepared by	Reviewed by	Date	Approved by	Date	
1.00	February 2015	<b>Original Document</b>	Revalidation Manager	Group General Counsel Group GM Professional Development	October 2015	Group Director Human Resources	October 2015	
1.01	June 2016	Changed document classification from "Intl.SOS Internal" to "Public"	Group Manager Compliance	Group General Counsel Group GM Professional Development	June 2016	Group Director Human Resources	June 2016	
1.02	March 2021	Periodic review	Group Manager Compliance	Group General Counsel Group GM Professional Development	March 2021	Group Director Human Resources	March 2021	
1.03	September 2022	Annual review with the following updates: <ul style="list-style-type: none"> <li>Broadened document's Purpose (1.2.1) to cover "all people, especially children and vulnerable adults"</li> <li>Broadened definition of Abuse (1.4.4) to cover acts of endangerment</li> <li>Clarified the need for disciplinary action to be taken (2.3.3 &amp; 3.1.1) where there are proven allegations of abuse as opposed to simply allegations</li> </ul>	Group Manager Compliance	People and Culture Manager	October 2022	Group Director Human Resources	October 2022	
Responsibilities								
The Safeguarding of Children and Vulnerable Adults Policy applies to all employees of International SOS.								
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## 1. INTRODUCTION

### 1.1. Background

- 1.1.1. Safeguarding people is a key priority that reflects both the focus on human rights and many countries' legislated requirement to have regard for the need to protect and promote the rights of people who use health services.
- 1.1.2. International SOS has a key role in safeguarding children and vulnerable adults within the context of delivering its services.

### 1.2. Purpose

- 1.2.1. The purpose of this Safeguarding Policy is to make a clear statement of intent and provide a framework for our responsibilities and legal duties in relation to all people, especially children and vulnerable adults.

### 1.3. Scope

- 1.3.1. This policy applies to all staff working for the International SOS Group of Companies.

### 1.4. Definitions

- 1.4.1. "**Safeguarding**" means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It is fundamental to creating high-quality health and social care. Those most in need are: children, young people and adults whose circumstances make them vulnerable.
- 1.4.2. "**Child**" means anyone who has not yet reached their 18th birthday. 'Children' refers to 'children and young people'. The fact that a child has become sixteen years of age and is living independently or is in further education, or is a member of the armed forces, or is in hospital, or in prison or a young offenders institution, does not change their status or their entitlement to protection.
- 1.4.3. "**Vulnerable Adult**" means a person who is, or may be in need of additional care by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself against significant harm or exploitation.
- 1.4.4. "**Abuse**" means a violation of an individual's human and civil rights by any other person or persons. Abuse can consist of a single act or repeated acts. It may be physical, verbal or psychological. It may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented and cannot consent, or if an individual is placed in a situation that could endanger their wellbeing regardless of whether it leads to any actual impairment or detrimental outcome.

## 2. Policy

### 2.1. Commitment

- 2.1.1. International SOS recognises that all children and vulnerable adults have a right to be protected and that staff have a responsibility to protect them from harm or abuse when delivering our services.
- 2.1.2. International SOS takes every reasonable step to ensure that children, young people and vulnerable adults are protected where our staff and associates are involved in the delivery of our services. All suspicions and allegations of abuse are taken seriously and responded to swiftly and appropriately.
- 2.1.3. International SOS enable all our staff and those who work with us to make informed and confident decisions regarding Safeguarding. We expect all staff to have read, understood and to adhere to this policy and related procedures.

### 2.2. Objectives

- 2.2.1. International SOS aims to:
  - (a) have senior managers who are committed to the wellbeing and safety of children and vulnerable adults
  - (b) be clear about staff responsibilities to safeguard and promote the welfare of children and vulnerable adults while delivering International SOS services
  - (c) have procedures for escalating adverse incidents including those relating to Safeguarding

### 2.3. Related Policies and Procedures

#### 2.3.1. Recruitment

- (a) Recruitment procedures ensure that all staff are appropriately hired and credentialed.

#### 2.3.2. Escalation

- (a) There are formal escalation procedures for escalating any incidents to the relevant manager.

#### 2.3.3. Disciplinary

- (a) In the event of an allegation of abuse that is proven against staff, International SOS disciplinary procedures are followed, in conjunction with the relevant local authorities if required.

#### 2.3.4. Consent

- (a) Relevant Staff is aware of the procedure for obtaining informed consent from the appropriate parent/guardian of a child or vulnerable adult where appropriate.

#### 2.3.5. Local Laws

- (a) International SOS managers understand and comply with local statutory regulations regarding Safeguarding.

## 3. Responsibilities

### 3.1. Human Resources

- 3.1.1. The regional head of HR in each region shall ensure appropriate recruitment procedures are followed for all new medical staff and appropriate disciplinary action is taken where there are proven allegations of abuse.

### 3.2. Medical Team

- 3.2.1. Individual staff who have contact with children and vulnerable adults must be alert to potential indications of abuse or neglect and know how to act upon their concern by being aware of the related procedures.
- 3.2.2. The medical team must escalate any allegations of concerns of suspected abuse or safeguarding issues to the Medical Director immediately.

## 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](mailto:Compliance@internationalsos.com).

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