



UN Global Compact

Communication on Progress
SOS International 2017

www.sos.eu



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Statement from CEO

During 2017, SOS International has continued to demonstrate great results in our main CSR focus areas:

1. People & Health
2. Climate
3. Ethics & Security



SOS International is committed to support the UN Global Compact initiative.

In 2017, SOS International joined the UN Global Compact. This is our first Communication on Progress (COP) report which describes our effort to implement the ten principles from the UN Global Compact in our strategy and operations. Working with sustainability and Corporate Social Responsibility (CSR) has always been part of SOS International's business when assisting end-users in acute situations all over the world. It has therefore only been natural for SOS International to join the UN Global Compact.

During 2017, SOS International has continued to demonstrate great results in our main CSR focus areas; 1) Climate, 2) People & Health, 3) Ethics & Security. This report includes SOS International's mandatory CSR report in accordance with article 99a and 99b of the Danish Financial Statements Act.

Next year, I expect more focus on our corporate culture and the way we treat each other at the workplace, more environmental initiatives and a strengthened governance structure.

I hope you will enjoy the report.

Best regards,

Niels Kragh Printz
CEO, SOS International

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SOS International Company Overview

SOS International is the leading assistance organisation in the Nordic region. From alarm centres in Denmark, Sweden, Norway and Finland, SOS International provides acute assistance all over the world, night and day, all year round.

SOS International offers a wide range of solutions in the form of worldwide medical, travel and roadside assistance as well as healthcare solutions. SOS International secures the value chain on behalf of the customers as a trusted partner and aims to provide the optimal end-user experience while taking the total cost for the customers into account. As a trusted partner quality and compliance are also key parameters.

The worldwide travel, health and medical assistance is conducted in close cooperation with SOS International's global network of clinics, hospitals and assistance companies as well as more than 20 SOS International partner offices. The network also includes exclusive service offices in high volume areas such as Spain, Thailand and Greece. In the Nordic region, SOS International provides a range of health-related services in cooperation with local networks.

Roadside assistance covers all kinds of assistance related to car breakdown in the Nordic region and in the rest of Europe. In the Nordic countries, roadside assistance is carried out locally by SOS International's subsidiaries in Denmark, Finland, Norway and Sweden.

SOS International was established in 1961 and is now owned by 15 of the largest insurance companies in the Nordic. SOS International has a case volume that places the company as one of the largest assistance organisations in the Nordic region.

This COP report covers the entire SOS International Group and presents our sustainability initiatives from our three business areas Travel, Roadside and Health.

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3

How we work with Corporate Social Responsibility (CSR)

In SOS International, we take our Corporate Social Responsibility (CSR) seriously. The ten universal principles from the UN Global Compact are an integrated part of all our activities related to our employees, customers, suppliers and society in general. We want to be recognised as a socially and environmentally sound company in our industry.

We have joined the UN Global Compact and defined our own CSR signature areas founded in our business areas Travel, Roadside and Health:

- People & Health
- Climate
- Ethics & Security

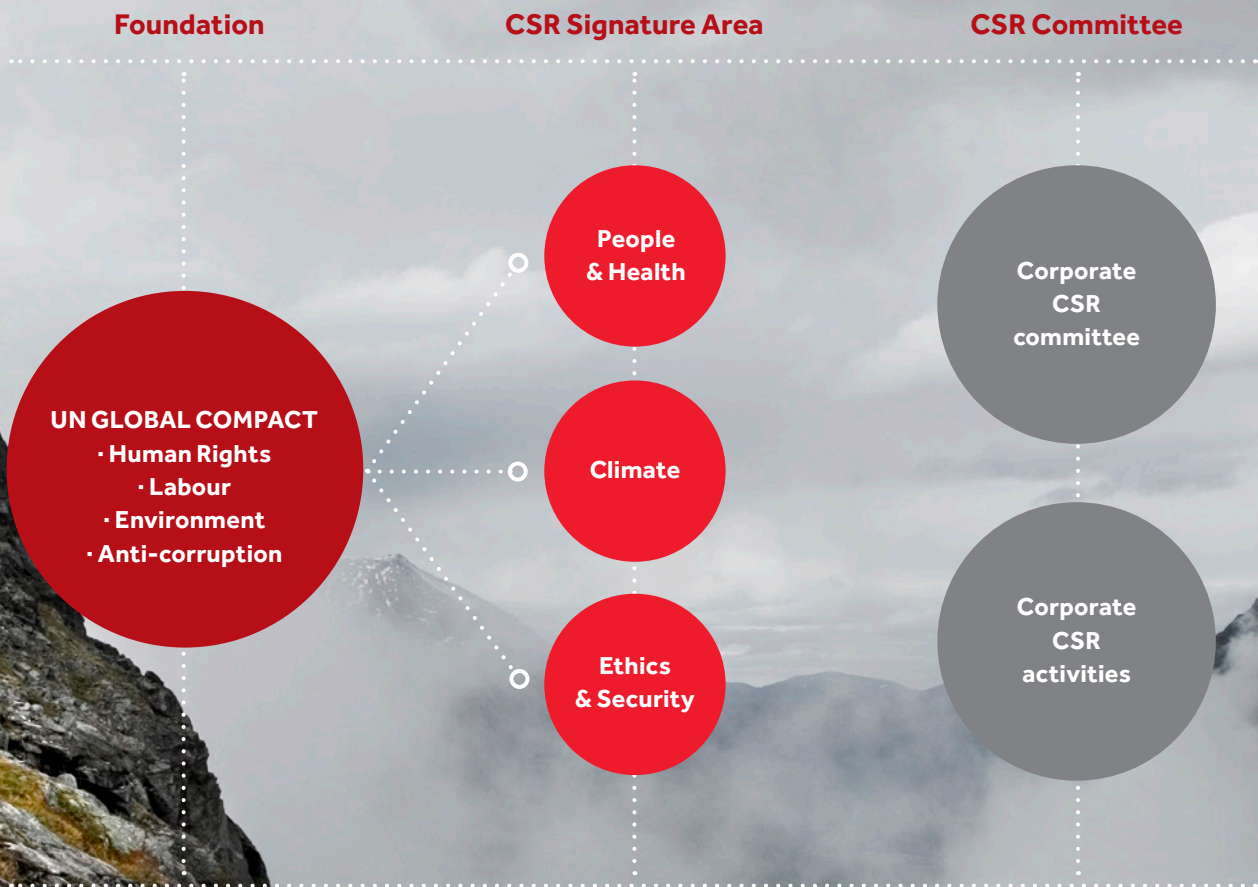
We have a corporate CSR committee with representatives from each of our Nordic locations who work to implement and continuously improve our CSR strategy. A central element for the committee is to communicate and ensure employee engagement regarding our CSR initiatives. Stakeholder analysis and stakeholder engagement provides the basis for our CSR strategy.



Our CSR committee has representatives from each of our Nordic locations.

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CSR Governance overview



5

People & Health

5.1

UN Global Compact principles 1-6

The well-being of the employees is essential to the success of our business and SOS International focuses on the right to a healthy and safe workplace where discrimination is not tolerated.

Human Rights

- **Principle 1**
Businesses should support and respect the protection of internationally proclaimed human rights; and
- **Principle 2**
make sure that they are not complicit in human rights abuses.

Labour

- **Principle 3**
Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- **Principle 4**
the elimination of all forms of forced and compulsory labour;
- **Principle 5**
the effective abolition of child labour; and
- **Principle 6**
the elimination of discrimination in respect of employment and occupation.

SOS International is for everyone. Respect, diversity and understanding is a great part of our everyday work lives and of the services we deliver. We are proud of our more than 900 employees who represent 30 different nationalities and speak more than 37 different languages when assisting end-users all over the world every day 24/7.

As part of the well-being of our employees, SOS International is fully committed to respecting human rights and labour rights. Our efforts which comply with UN Global Compact principles 1 to 6 include:

- Codes of Conduct and policies applicable to employees and suppliers.
- Equal opportunities for everyone.
- Activities related to prevention at the workplace.
- Activities related to prevention in our services.



Our Compliance Board and Information Security Board are responsible for overseeing the governance structure in SOS International.



5.2

Codes of Conduct

In SOS International, we have a governance structure of corporate values, CSR principles, policies and processes. Our Company Code of Conduct and Supplier Code of Conduct state our commitment to the protection of human rights and labour rights.

[Read our Codes of Conduct here](#)

5.3

Internal Policies

Our Compliance Board and Information Security Board are responsible for overseeing the governance structure in SOS International, including maintaining current policies and approving new policies. Some of the most important policies related to the rights and well-being of the employees are:

- Company Code of Conduct
- Environment, Health & Safety Policy
- Personal Data Policy
- Duty of Care Policy

The policy hierarchy is combined with a structure of processes, roles and responsibilities, guidelines and instructions.

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5.4

Equal Opportunities for Everyone

Extract from our Gender Equality Policy:

In order to be an attractive career choice for both genders and to develop and attract the best candidates for the company, SOS International:

- *Has defined objectives for the equal distribution of both genders at management level.*
- *Ensures that the objectives are considered the corporate recruitment activities .*
- *Makes career opportunities visible for the underrepresented gender.*

Our targets and latest results related to the Gender Equality Policy

Gender representation Target 2017



Management level

Level 0
Board level *...



Level 1

Group Management



Level 2-4
Other managers



Status
Dec 2017

Status
Dec 2016

Status
Dec 2015

* Elect representatives for the Board are chosen by owners without influence by SOS International.

We have met our target regarding level 2-4 managers.

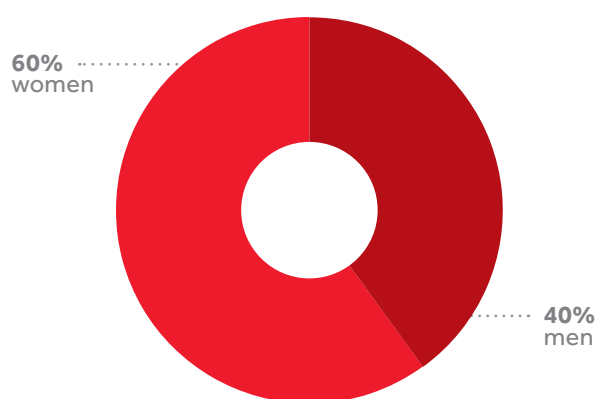
Regarding Management level 1 (Group Management) it is important to SOS International to ensure that both men and women are represented in the final field of candidates. For management level 1 target was not quite met, however, the final decision when hiring a new member in Group Management is based on the right mix of competences regardless of gender.

The mix of men and women at Board level depends on the result of the election at the General Meeting. The target related to gender representation in the Board was not met.

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The gender composition for all new hires in 2017, regardless of employee/management level in the organisation:

Gender composition for new hires in 2017



.....

This can be explained by that fact that it is the different owners who choose their own elect representatives. Therefore, SOS International is not able to influence the gender mix of the candidates. Regarding the employee representatives in the Board, the activities presented below demonstrate how SOS International actively works to encourage that both genders are represented in the Board.

In order to achieve our policy goals and monitor the development of the individual regardless of gender (both related to existing employees and new hires) a number of actions are carried out:

- Internal targets for the share of the underrepresented gender are set.
- Efforts to make SOS International attractive to managers of both genders, e.g. by encouraging equal opportunities for career development.
- Establish requirements for gender representation in recruitment procedures, we go for the best candidate regardless of gender.
- Strengthen opportunities to make use of parental leave.
- Ensure equal pay for men and women who undertake the same job/have the same responsibilities.
- Ensure that recruitment agencies bring in candidates of both men and women.

In the beginning of 2018 we will evaluate the actions and results related to our Gender Equality Policy and set new targets for the coming period.

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5.5

Prevention of Sickness and Injuries at the Workplace

Prevention of sickness and injuries at the workplace is essential to the sustainable development of our business. In SOS International, we have a catalogue of various initiatives and offers available to the employees, for example:

- "Duty of Care" initiatives with a broad range of security measures for employees and relevant medical consultants.
- Employee councils with local representatives.
- Workplace risk assessments.
- SOSialise – employee organisation for all our Nordic SOS employees arranging social and sports events.
- First aid training for all employees
- Safety measures e.g. available defibrillators both inside and outside our office buildings.
- Numerous employee offers including health checks, coaching on how to live a healthy life, flu vaccines, discount on fitness memberships etc.

In 2017 and the beginning of 2018, more than 100 employees participated in first aid training on our different locations.

Result of our preventive activities

Year		
2016	2017	2020 (target)
65	68	71

Satisfaction score



The result of our preventive activities is reflected in a decrease in sick leave compared to 2016 and an increase in the annual employee engagement survey. We are very proud that our efforts are paying off and that we are moving closer to our 2020 ambition.



"Knowing first aid is a natural extension of my work in SOS International and an important tool to have. I am glad that my workplace provides the course."

Erik Jon Sloth, Project Manager

5.6

Prevention of Injuries and Damages in our Services

In order to prevent and minimise unfortunate situations and crisis situations, SOS International provides end-users with check lists and useful advice when travelling abroad.

This is one of the ways we care for, protect and act responsibly towards the end-users of our services.

[Read more here](#)

6

Climate

6.1

UN Global Compact Principles 7-9

In SOS International, we pay close attention to the impact we have on the climate and we are committed to manage this impact where it is significant and relevant.

Natural disasters and extreme weather conditions due to climate changes increasingly affect our business. We can see this in the assistances we provide when e.g. helping end-users travelling to areas where flooding, hurricanes and forest fires have become an increasing problem.

Environment

- **Principle 7**
Businesses should support a precautionary approach to environmental challenges;
- **Principle 8**
undertake initiatives to promote greater environmental responsibility; and
- **Principle 9**
encourage the development and diffusion of environmentally friendly technologies.

Natural disasters and extreme weather conditions due to climate changes increasingly affect our business.

As part of our environmental strategy, we strive to continually improve our environmental performance by:

- Developing services and products according to our environmental impact assessment.
- Measuring and monitoring our carbon footprint and continuously work to make data measurable to develop our green accounts further.
- Improving our waste disposal arrangements and ensuring the safe handling of chemicals.
- Ensuring that employees are given the opportunity to influence health and safety issues in our local work environment committees.



In 2017, the waste disposal arrangements at the Copenhagen office have been improved and expanded to include several types of waste categories, including bio waste. This has e.g. resulted in procurement choices of even more biodegradable products for our canteen services. Once the new arrangement is fully implemented, we expect to include the result of the total weight of waste by type and disposal method next year.

Included in our efforts to reduce waste, food waste has been high on the agenda in 2017. This has resulted in decreasing purchases of raw material and ingredients.

Furthermore, as part of a safe and healthy work environment in SOS International, processes for the safe handling of chemical office and cleaning supplies have been strengthened further. This has resulted in updated and improved work place safety instructions with data sheets for all products on the different locations.

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7 Green Accounts

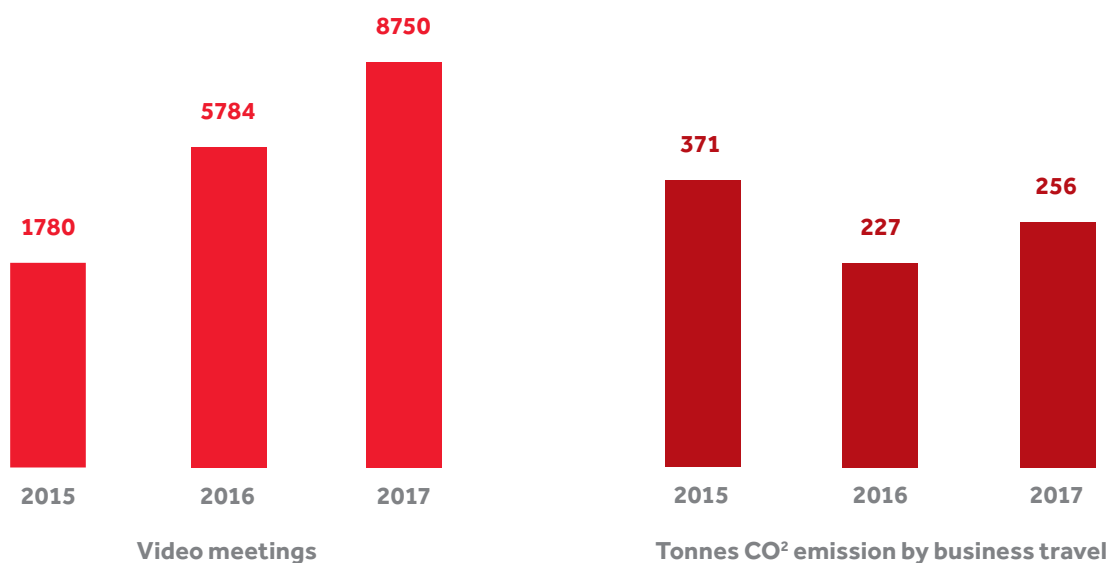


The corporate Green Accounts is developed according to the Greenhouse Gas Protocol Standard, and is divided into:

- Energy consumption from heat and electricity
- Carbon footprint from business travel
- Corporate use of video meetings

We have increased our CO₂ emission level from business travel with 13% compared to last year. Despite the fact that this is an increase in absolute terms, we see the distribution between CO₂ emission and the number of video meetings carried out as a positive development. In 2017 the number of video meetings carried out in SOS International has increased by 50% since 2016.

The development of video meetings and business travel over the past three years



7.1

ISO14001 Certification

In our Technical Division, we hold an ISO14001 certificate on environmental management.



The ISO14001 certificate underlines the efforts that are carried out every day to improve the environmental performance in our roadside assistance services. E.g. SOS International monitors and develops services according to environmental impact and strives to reduce the company's carbon footprint by focusing on:

- **Phone fix:** We constantly develop the competences of our employees making it possible to advise and guide the end-user to fix the problem over the phone instead of sending out a towing vehicle.
- **Repair on spot:** We repair the car on site instead of towing it to a station.

120,000
saved kilometres



Regarding the phone fix services, we continue to see a very positive development since 2016. Assisting insurance holders over the phone instead of sending out a towing vehicle has e.g. resulted in savings of up to 120,000 driven kilometres in our Swedish towing network in 2017. SOS International constantly strives to exceed this number and continuously improve our carbon footprint.

7.2

SOS Climate Day

Our organisation and employees care for the environment. On 24 April 2017, SOS International marked the international "Earth Day" together with the rest of the world. The purpose of the day was to create awareness about SOS International's environmental initiatives and to engage the employees in our environmental work.

Examples of how our employees contribute to our environmental activities:



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Ethics & Security

Business ethics, security and principles on anti-corruption are basic components of our management system, governance structure and policies.

Anti-corruption

- **Principle 10**

Businesses should work against corruption in all its forms, including extortion and bribery.

8.1

Anti-corruption

SOS International will not tolerate any form of corruption or bribery. Our anti-corruption principles are included in the:

- Conflicts of Interest Policy
- Gift and Representation Policy
- Sponsorship and Donations Policy

From our Conflicts of Interest Policy:

A conflict of interest occurs when an employee's obligation to promote the interests of SOS International conflicts with their own personal interests such as financial interests, or when the interests of SOS International as a company conflict or could potentially conflict with the interests of a customer, partner or supplier. Conflicts of interest must never adversely affect the performance of the services provided by SOS International.



SOS International will not tolerate any form of corruption or bribery.

9 Security

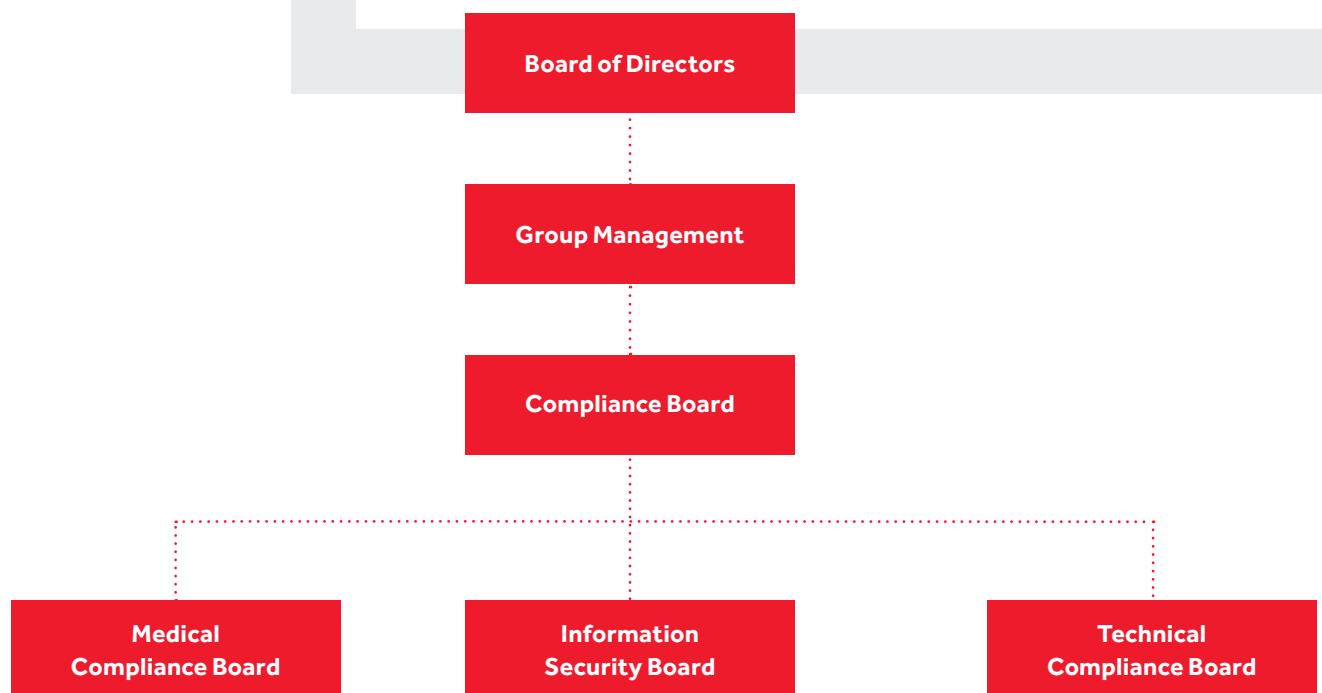
9.1

Information Security

SOS International's certified information security management system is an assurance to our customers and other stakeholders that we are committed to:

- Ensure data protection by continually improving security.
- Ensure 24/7 operation setup through resilient business continuity management.
- Mitigate information security risks.

We are certified in ISO27001 on information security management and have an internal Information Security Board to govern our information security activities.



9.2

Personal Data in SOS International

In May 2018, the General Data Protection Regulation (GDPR) comes into effect. The new regulation from the European Union increases the existing requirements in a number of areas.

In addition to already implemented compliance, SOS International has initiated a dedicated programme in 2017 with underlying projects to make sure we meet the new requirements.

The project includes assessments of for example processes and routines, as the new regulation sets increased demands in relation to:

- IT design and IT systems
- Contracts
- Consent
- IT security
- Documentation

Personal data is important and we are obliged to protect it.

9.3

Compliance Training

In 2017, our programme with basic compliance training was strengthened further and rolled out for the employees on all locations as a mandatory e-learning course. Compliance training is mandatory in SOS International meaning that the employees must know and follow the compliance rules in SOS International at all times.

The purpose of the compliance training is first and foremost strengthened awareness and commitment. The result of the training is that the more than 900 employees now have obtained even more knowledge about our compliance rules.

The main contents of the course are :

- Confidentiality
- Communication and contact with external authorities
- Information Security
- Personal Data Regulation
- Management system
- Code of Conduct and policies
- Conflicts of Interest
- Corporate Social Responsibility

The right to respect for privacy

Everyone has the right to respect for his or hers privacy, family life home and correspondence.

The right to protection of data

Everyone has the right to protection of personal data relating to him or her.



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