AGENDA

• General Update
• Business Continuity Planning
• Next Steps

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Medical Director Assistance | Americas
INTERNATIONAL SOS: 
BOOTS ON THE GROUND

- International SOS office
- International SOS assistance centre and office
- Security Intelligence & Operation centres
- Security Operations (dedicated security specialists)
- Clinic
- West African Rescue Association (WARA clinic), affiliated with International SOS clinics
- ModAire office
- Medical Supply Services office
GENERAL UPDATE

• SARS-CoV-2 = Virus; COVID-19 = Disease
• Infection: 80% Mild/Non-Symptomatic, 14% Severe, 6% Critical
• Containment continues – Mitigation critical
• Global travel restrictions evolving
• Healthcare systems reaching capacity in select regions
• Testing availability increasing denominator
• Waves around the world at different times and peaks
• Off-label drugs in the clinical arena
• Vaccine at least 12-18 months away
Basic reproduction number ($R_0$)
The transmission rate for selected disease outbreaks

Ebola is not as contagious as many other diseases, but has a high fatality ratio.

- Avian flu: $R_0 = 0.7$
- Plague: $R_0 = 1.3$
- Ebola: $R_0 = 2$
- Influenza: $R_0 = 1$ to $3$
- SARS: $R_0 = 3$

Measles: $R_0 = \text{approx. 16}$

$R_0$ (the basic reproduction number) is an approximate measure of how many new infections one person will generate during their infectious period. Note that $R_0$ values are approximate, and can vary by outbreak, mode of transmission and location.

COVID-19
$R_0 = 2.5$

Sources: WHO, CDC
MITIGATION: “ASSUME YOU ARE INFECTED”
<table>
<thead>
<tr>
<th>Country/Region</th>
<th>Total Confirmed</th>
</tr>
</thead>
<tbody>
<tr>
<td>China</td>
<td>81,661</td>
</tr>
<tr>
<td>Italy</td>
<td>69,176</td>
</tr>
<tr>
<td>US</td>
<td>55,558</td>
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<tr>
<td>Spain</td>
<td>47,610</td>
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<tr>
<td>Germany</td>
<td>35,714</td>
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<td>Iran</td>
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<td>France</td>
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<td>Korea, South</td>
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<td>2,792</td>
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<tr>
<td>Sweden</td>
<td>2,526</td>
</tr>
<tr>
<td>Australia</td>
<td>2,364</td>
</tr>
</tbody>
</table>

**Total Confirmed:** 9,137

**Total Deaths:** 126

**Total Recovered:** 3,730
Prevention

Avoid potential exposure. Ensure good hygiene measures and safe food practices.

Maintain good personal hygiene
- Wash your hands frequently with soap and water.
- Use alcohol-based hand sanitiser when soap and water are not readily available.
- Cover your coughs and sneezes.
- Avoid touching your face (eyes, nose and mouth).

Keep some distance from people who are obviously sick – don’t let them cough or sneeze on you.
Do not share food, drinks and personal items.

Avoid activities where you are likely to be exposed to large groups of people.
INTERNATIONAL SOS: COVID-19 PREPARATION

1. Recurrent Crisis Management Team (CMT) meetings; Assignment of Pandemic Managers; Cascading messaging at all levels; Screening questionnaires; Playbooks.

2. Continuous training of our employees, Doctors, Nurses, Security and Operations Teams, how to protect themselves, and how to provide 24/7/365 remote assistance.

3. Creation of a pandemic site, which became the central source of information, internally and for our client population: https://pandemic.internationalsos.com/2019-ncov
EMOTIONAL SUPPORT

Pandemic stress can be a risk factor for development of, or deterioration in, pre-existing anxiety disorders, stress or other mental health issues.

Businesses need to develop proactive mitigation measures since:

- Legislation requires demonstration of duty-of-care
- Employees want to work for employers who care

These measures could include:

- Access to professional emotional support services (EAP)
- Training for managers to discuss mental health issues (dispel the stigma)
PANDEMIC PLANNERS PORTAL: PUBLIC PAGE
Also through the Enterprise Health Security Center (EHSC)
International SOS is highly experienced in evacuating patients with infectious disease, having safely transported numerous infectious patients around the world.

- International SOS has provided aeromedical transportation for confirmed COVID-19 infected patients by air ambulance.
- Aeromedical movement for patients with either a history of travel to a COVID-19 affected location, and/or overlapping symptoms may require a significant additional timeframe to undertake. Some patients may experience significant delays in evacuation and be reliant on local healthcare resources for prolonged periods.
- However, there may be a significant lead-time to confirm the feasibility of such evacuations such as, but are not necessarily limited to:
  - Availability of aircraft operators willing to consider the transport of a COVID-19 patient (or suspected)
  - Restrictions to the choice of country destination for air ambulance flights
  - Implementation of restrictions by some countries on inbound international flights
  - Acceptance of the patient by Health Authorities and other Governmental bodies in the designated receiving country as well as for discharge of the patient.
  - Granting of overflight and landing permission by countries that the aircraft carrying the patient needs to overfly or land in to refuel en-route to the destination. Strict public health regulations may be enforced, and countries retain the right of refusal for such medical transport flights.
- Due to limitations on movement of exposed or confirmed patients, consideration of direct repatriation flights to the country of origin of the patient where operationally and medically feasible may be required.
Crisis Management Plan

- Health Incident Plan
- Pandemic Plan
- COVID-19
- Infectious Disease Plan
- Chemical, Biological, Radiological and Nuclear (CBRN) Plan
- Physical Infrastructure
  - (Earthquake, Tsunami, Floods, Hurricanes, Fires, Explosions)
- Hardware / Software
  - (Data Backup, Integrity, Viruses)
- Personal Security
PURPOSE OF A HEALTH INCIDENT PLAN

1. *Reduce* Corporate **RISK**

2. *Improve* Business **PRODUCTIVITY**

3. *Support* your Corporate **BRAND**

4. **SUPPORT YOUR PEOPLE**
FUTURE & WHAT’S NEXT

- More significant business & community disruption
- More isolation government issued mandates
- More WFH businesses
- More psychological impact (hopelessness and helplessness: gloom and despair)
- Expect waves in communities – months
- Fast-tracked clinical trials with off-label drug cocktails
THANK YOU FOR ATTENDING