

Unsurpassed aviation support

The best way to ensure that your people stay healthy and safe is to establish robust preventive programmes, designed specifically for the environments they are in. A key component of prevention and Duty of Care is preparing for the rare instance when prevention is not possible; a safe and rapid evacuation from high risk environments is essential to save life or limb.

International SOS provides you with access to an unsurpassed aviation service quality: **Protecting your people is our priority** - no matter where. Hence we apply utmost diligence both upfront and during the course of evacuation missions to ensure the safety of our clients.

Our specialist expertise combined with a global operations infrastructure ensures the most cost effective evacuation solutions to be achieved, frequently on scheduled airlines rather than charter or air ambulance aircraft, without compromising quality.



Our team manages the safety & quality of the mission through external and internal assessment standards and processes.

Why is this so important?

There is significant variation in aviation and aeromedical standards across the globe. Evacuation missions often entail accessing both poorly regulated and resourced aviation environments, introducing potential risks. A comprehensive credentialing and accreditation programme is essential to mitigate these risks. So what kind of risks are we talking about? Examples include:

- Operators working with inadequate medical indemnity insurance or accident liability coverage.
- Operators with non-compliant aviation practices and a history of significant aircraft incidents.
- Operators without valid certification for air ambulance work.
- Inadequate medical equipment and medications or unsafe medical equipment fittings.

Internal ISO medical transportation quality standards

International SOS has established ISO certified medical transportation evaluation standards for both scheduled airline and air ambulance transports. Our cases are compliant with these and audited.

Only **1%**
of cases we manage require
evacuation or repatriation.

10%
increase in number of cases
where evacuation and/or
repatriation has been
prevented.

100%
of our flights are with
credentialed providers.



ISO 9001:2008 certification across all business lines & all registered companies.

BARS ✓

BASIC AVIATION
RISK STANDARD



International SOS supports the continuous improvement of industry standards by developing the aeromedical assessments for BARS accreditation.



Highly specialised medical transportation

International SOS is highly experienced in undertaking complex medical transports across international boundaries where specialist expertise and in flight equipment is paramount: Neonatal, obstetric, infectious diseases, artificial hearts amongst many others.

A global team of aviation specialists:

- Ensure providers meet and maintain our strict service standards.
- Audit our providers' operations in-country at regular intervals.
- Continuously build local and regional capabilities.
- Constant oversight & control from operational, medical and aviation standpoints.
- Ensure the most cost effective solutions without compromising quality.



ISO certified regional flight desks:

- Manages & coordinates all logistics involved in missions, supported by specialist aviation managers and operation coordinators, security experts and doctors specifically trained in aeromedicine.
- Enables a rapid response in evacuating our members with life threatening conditions often from austere medical environments where speed can be life saving.
- Maintains close relationships with scheduled airlines and their medical departments enabling rapid medical clearance of patients to travel on scheduled flights with our medical staff and equipment when appropriate, saving time and cost to access care.

Did you know?

8 out of 10 medical transports we perform are on commercial airlines?

Mass Evacuation:

International SOS aviation track record extends to a robust capability in undertaking mass evacuation for our clients in the event of significant local incidents such as civil unrest, natural disasters, terrorist incidents and multi casualty accidents.



Did you know?

Air Rescue Africa (operated by Intl.SOS) holds the distinction of being the first air ambulance operator to have certification of both:

- the Commission on Accreditation of Medical Transport Systems (CAMTS)
- and the European Aeromedical Institute (EURAMI.)

Case Study: Medical evacuation due to premature birth

Overview: We received a call from a member who was 25 weeks into her pregnancy and had suffered ruptured membranes and went into premature labour.

Service: Medical evacuation, as part of [International SOS membership](#).

Location: Lanzarote, Spain.

Problem: At 25 weeks into her pregnancy while on holiday, the patient suffered ruptured membranes and went into premature labour.

Solution: We contacted her company to let them know of the situation and authorise an evacuation even though she was not on business. We evacuated her from Lanzarote, Spain to Las Palmas.

Her baby was born prematurely in our hospital of choice in Las Palmas allowing us to monitor the baby closely in hospital. After one month in intensive care, the baby was sufficiently stable for us to safely repatriate him by air ambulance to the UK at the end of July.



Impact

The father commented:

“Thanks to the entire team that made this transfer possible – my baby and wife’s journey was immaculately organised. My baby was extremely well looked after and everything ran like clockwork.”

Case Study: Security Evacuations from South Sudan

Overview: In late 2013, simmering political tension, leading to rapidly deteriorating security situations required swift and decisive interventions from International SOS and Control Risks. Operational requirements and responses were on a scale not seen since the Arab Spring of 2011.

Service: Security evacuation with Control Risks, as part of [International SOS membership](#).

Location: South Sudan.

Problem: Land borders with neighbouring countries were closed and the only accredited medical provider in Juba was shut down. The closure and reopening of the country's international airport also led to transport chaos and overwhelming demand for outbound flights.

Solution: With clients operating in-country, crisis management teams together with medical, security and logistics providers mobilised to deliver vital assistance. From the provision of timely strategic guidance to the coordination of air evacuations, the actions of International SOS' and Control Risks' joint venture helped to ensure that clients remained safe as the dual crises unfolded. Monitoring the situation closely, International SOS and Control Risks raised the country evacuation level to 'STAND BY' as requests for assistance began flooding in. Our Dubai Regional Crisis Management Team had been activated and from there we liaised with London, Paris, Frankfurt and other international Assistance Centres to coordinate regional and global resources in conducting the mass evacuations.

Impact:

We delivered 32 security updates and evacuated 237 people from 25 organisations to international safe zones.



The clarity and neutrality of the information delivered during these crises was essential to the success of International SOS' and Control Risks' operations. In each case, the company used its provider network to cut through the noise and determine which sources of information were credible. We can give accurate, proportionate and entirely neutral advice; the sole intention of which is to provide maximum value to our clients and keep their people safe.