



International SOS Facts and Figures

Updated July 6, 2010

Who we are

International SOS is the world's leading provider of international healthcare and medical and security assistance services.

We help organizations manage the health and security risks facing their travelers and international expatriates. Through our worldwide network of alarm centers, clinics, and health and logistics providers, we offer local expertise, preventative advice, and emergency assistance during critical illness, accident, or civil unrest.

Our strength stems from the experience of our people, our worldwide reach and a commitment to deliver flexible customer focused solutions. International SOS remains an independent organization, with 25 years' experience.

We work in partnership with colleges and universities, businesses, governments and non-governmental organizations, and currently provide key services to 87% of Fortune Global 100 companies.

Headquarters

Singapore & London

Regional centers

Region	Regional center
Americas	Philadelphia
Latin America	Miami
Northern Europe (NEU)	London
Spain	Madrid
Continental Europe & Maghreb Africa (CEMA)	Paris
Middle East & Africa (MEA)	Dubai
Southern Africa	Johannesburg
Russia	Moscow
Indonesia	Jakarta
China	Beijing
South & South East Asia (SSEA)	Singapore
Japan	Tokyo
Australasia	Sydney

Staff

We employ approximately 6,000 employees worldwide, of which 900 are full-time physicians.

Medical

Highly trained physicians, medics, nurses, and medical consultants provide medical care, assistance, diagnosis, and referrals at our alarm centers, and on client sites and facilities. During critical incidents, we deploy our medical resources to provide on-the-ground assistance to members as part of crisis response. Our medical consulting expertise comprises emergency medicine, infectious disease and tropical medicine, public health, entomology, epidemiology, and aeromedicine. International SOS clinics employ physicians with a wide range of specializations including family medicine, gynecology / obstetrics, pediatrics, physical therapy, psychiatry and counseling, dentistry, nutrition and wellness, and more.

Security and logistics

International SOS and Control Risks have a strategic alliance combining our capabilities, infrastructure, and expertise in security assistance. We employ over 200 full-time security consultants, analysts and

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tracking experts to provide travel security reporting, analysis, and expert advice. Logistics experts, coordinators, and aviation specialists can rapidly activate an evacuation and repatriation effort to get travelers to safety.

Clients

We have over 8,300* group clients and serve 75% of the 200 top ranked research institutions worldwide, 87% of the Fortune Global 100 and 66% of Fortune Global 500 companies.

http://money.cnn.com/magazines/fortune/global500/2009/full_list/index.html

* This figure includes approximately 1,000 MedAire clients.

69 offices worldwide

Algeria:	Algiers	Myanmar:	Yangon
Angola:	Luanda	Namibia:	Windhoek
Austria:	Vienna	Netherlands:	Amsterdam
Australia:	Brisbane	New Caledonia:	Noumea
	Melbourne (including MedAire)	New Zealand:	Auckland
	Perth		
	Sydney	Nigeria:	Lagos
Azerbaijan:	Baku		Port Harcourt
Brazil:	Rio de Janeiro	Papua New Guinea:	Port Moresby
	São Paulo	Philippines:	Manila
Cambodia:	Phnom Penh	Qatar:	Doha
Canada:	Toronto	Russia:	Moscow
	Calgary		Yuzhno-Sakhalin
		Singapore:	Singapore (including MedAire)
Chad:	N'Djamena		Johannesburg
China:	Beijing	South Africa:	Seoul
	Guangzhou	South Korea:	Barcelona
	Shanghai	Spain:	Madrid
Czech Republic:	Prague		Basel
Democratic Republic of Congo:	Lubumbashi	Switzerland:	Geneva
France:	Antibes (MedAire)		
	Paris	Taiwan:	Taipei
Germany:	Frankfurt	Thailand:	Bangkok
Ghana:	Accra	United Arab Emirates:	Dubai
Hong Kong:	Hong Kong		Abu Dhabi
India:	New Delhi	United Kingdom:	London
	Mumbai		Aberdeen
	Bengaluru		Farnborough (MedAire)
Indonesia:	Balikpapan	United States:	Houston
	Kuta		Los Angeles
	Jakarta		Miami
Japan:	Tokyo		Philadelphia
Kazakhstan:	Almaty	Venezuela:	Phoenix (MedAire)
	Atyrau		Barcelona
Madagascar:	Antananarivo	Vietnam:	Hanoi
Malaysia:	Kuala Lumpur		Ho Chi Minh City

Presence in over 70 countries and locations (including remote site projects)

Afghanistan	Azerbaijan	Cambodia	DR Congo
Algeria	Bahrain	Cameroon	East Timor
Angola	Bangladesh	Canada	Egypt
Australia	Brazil	Chad	Equatorial Guinea
Austria	Brunei	Czech Republic	France

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Georgia	Lebanon	Nigeria	Switzerland
Germany	Lesotho	Pakistan	Tanzania
Ghana	Libya	Papua New Guinea	Thailand
Greater China	Madagascar	Philippines	UAE
India	Malaysia	Qatar	United Kingdom
Indonesia	Mauritania	Russia	USA
Iran	Mexico	Sakhalin	Uzbekistan
Iraq	Mongolia	Saudi Arabia	Turkey
Israel	Mozambique	Singapore	Venezuela
Japan	Myanmar	South Africa	Vietnam
Kazakhstan	Namibia	South Korea	Yemen
Kenya	Netherlands	Spain	Zambia
Laos	New Zealand	Sudan	

Over 400 remote site medical projects

Key locations include:

Afghanistan	Equatorial Guinea	Mauritania	Sakhalin
Algeria	Ghana	Mongolia	Singapore
Angola	Guinea	Mozambique	South Africa
Azerbaijan	India	Myanmar	Tanzania
Brunei	Indonesia	Namibia	Thailand
Cameroon	Iraq	Nigeria	Vietnam
Canada	Kazakhstan	Papua New Guinea	Yemen
Chad	Laos	Pakistan	
China	Liberia	Philippines	
Democratic Republic of Congo	Madagascar	Qatar	
	Malaysia	Russia	

25 alarm centers

Australia:	Sydney	Philippines:	Manila
Czech Republic:	Prague	Russia:	Moscow
France:	Paris	Singapore:	Singapore
Germany:	Frankfurt	South Africa:	Johannesburg
Greater China:	Beijing	South Korea:	Seoul
	Hong Kong	Spain:	Madrid
	Taipei (Taiwan)	Switzerland:	Geneva
India:	New Delhi	Thailand:	Bangkok
Indonesia:	Jakarta	United Arab Emirates:	Dubai
	Kuta (Bali)	UK:	London
Japan:	Tokyo	USA:	Philadelphia
Malaysia:	Kuala Lumpur	Vietnam:	Ho Chi Minh City
Namibia:	Windhoek		

31 International SOS clinics

Algeria:	Hassi Messaoud	Kazakhstan:	Aktau
			Almaty
			Astana
Angola:	Luanda		Atyrau
	Ilha da Luanda	Mongolia:	Ulaanbaatar
Azerbaijan:	Baku	Myanmar:	Yangon
Cambodia:	Phnom Penh	Nigeria:	Lagos
Chad:	N'Djamena		Port Harcourt (3)
China:	Beijing		Warri
	Nanjing	Russia:	Moscow
	Shekou		Yuzhno-Sakhalinsk
	Tianjin	Vietnam:	Hanoi
Ghana:	Takoradi		Ho Chi Minh City
Indonesia:	Jakarta (2)		Vung Tau
	Kuta (Bali)	Yemen:	Sana'a

Over 90 languages and dialects spoken

International SOS employees speak over 90 languages and dialects in our alarm centers, clinics and offices

Worldwide case statistics (Jan-Dec 2009)

Total Cases	1,241,699
Medical cases	483,092
Non medical cases	758,607
Security cases	12,020
Medical evacuations/ repatriations *	16,332

* Repatriations of mortal remains included in medical evacuations/ repatriations.

Global alarm center call statistics

Total number of calls in 2009 – 4.64 million
 2008 – 4.25 million
 2007 – 3.85 million

Worldwide network of providers

Managed by dedicated network specialists (at least one based in each alarm center)

Global Network of Providers	60,955
Medical Providers	51,761
Technical Providers including Aviation & Security	9,193
Hospitals in the USA	6,954
Other Medical Providers in the USA	715,045

Worldwide network of air ambulances

Fleet of 11 dedicated air ambulances with access to additional planes available 24/7

- Singapore (2) Learjet 35A and Learjet 45 (Intl.SOS has first access rights on 24/7 basis)
- Johannesburg (3) Falcon 10, 2 Learjets 35A
- Nürnberg (1) Learjet 35A
- Port Moresby (1) Cessna Citation II
- Beijing (1) Hawker 800XP
- Windhoek (3) Cessna 402, Cessna 441 and King Air 90

International SOS can charter other aircraft to meet client requirements globally.

Regional flight centers

Frankfurt, Johannesburg, Philadelphia, and Singapore

Online services

210 Country Guides
 220 Travel security Country Profiles
 342 Travel security City Guides

Our online services are available in English, French, Spanish, Japanese, Chinese, German, Korean, Indonesian, Hebrew, Portuguese and Thai (full and partial translations).

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Security services

Through the alliance of International SOS and Control Risks, we have created a unique footprint of resources spanning 5 continents including:

Global Security Center:	London
Global Information Center:	New Delhi
Regional Security Centers:	Dubai
	London
	Paris
	Philadelphia
	Singapore
	New Delhi
Tracking teams:	Austin
	Philadelphia
	London

MedAire

[MedAire](#), an [International SOS company](#), provides aviation and maritime clients with fully integrated life-saving medical solutions to patients in the air and at sea—so first responders are never alone. With one phone call, MedAire offers 24/7 real-time access to emergency room doctors any time of day, from anywhere in the world. MedAire's crew medical training is developed and delivered by medical professionals to build confidence and first-hand experience, and its vast array of industry-compliant and custom medical equipment has been defined by its research and development team of medical and regulatory professionals and based on decades of statistics and ISO standards. When crew or passengers need further support after their journey ends, the broader International SOS network enhances MedAire's services throughout delivery.
