

Safeguarding Lives, Securing Business Operations

International SOS, a renowned global health and security services provider, strengthens its regional foothold via Hong Kong.



For over three decades, International SOS has maintained a strong presence in Hong Kong, capitalising on the city's advanced medical infrastructure and high standards of healthcare services to strengthen its capabilities across Asia. Recently, the company's Hong Kong office has successfully facilitated multiple ground ambulance transport cases to deliver timely medical evacuations within the Guangdong-Hong Kong-Macao Greater Bay Area (GBA), further enhancing International SOS's ability to respond to emergencies in this high-growth region.

Providing a comprehensive suite of medical, security, and travel risk management solutions, International SOS helps its corporate clients maintain a resilient workforce, ensuring business continuity and productivity. It empowers organisations and individuals to operate safely and effectively, regardless of location or situation.

Ideal Base for GBA Expansion

Recognising Hong Kong's strategic importance as a regional hub, International SOS opened its Hong Kong office in 1986 to support clients and their employees

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Managing Director, Greater China
International SOS

working and living in the city, as well as those seeking world-class medical support throughout Asia. Since then, the company has steadily expanded its presence in Hong Kong.

“Situated at the heart of Asia and boasting a business-friendly environment, Hong Kong has been an ideal location to foster our growth in the GBA,” said Nicolas Sommer, Managing Director for Greater China of International SOS. “We have both inbound and outbound clients operating in the GBA. Our Hong Kong base serves as a strategic hub to support our clients and their workforce situated throughout the GBA. With our strong local knowledge and 24/7 assistance, we are well-positioned to offer timely support to our clients.”

As part of the expansion, International SOS has established a comprehensive operational setup in Hong Kong, which includes one of its 27 global assistance centres that operate 24/7 and are staffed by medical, security, and logistics experts. This further reinforces the company's commitment to supporting its clients with operations in the region.

Robust Health and Security Services Landscape

According to Sommer, there is a growing demand from clients seeking expert support in risk management and crisis response. “Our clients are looking to us to help them navigate the volatile and layered global risk context, particularly with the prevalence of natural disasters and geopolitical tensions worldwide,” Sommer stated. “We also see more organisations in Hong Kong placing greater emphasis on employee wellness and sustainability as they pursue business growth.”

To address these, International SOS has expanded its service offerings and developed a comprehensive wellbeing

programme. “Also, by recognising that major incidents can impact the entire organisation, not just business travellers and assignees, we have upgraded our subscription model to offer tailored support for organisations' entire workforces,” Sommer explained. “This enables us to better equip our clients to safeguard their staff and operations in an increasingly complex global environment.”

Sommer remarked that Hong Kong's unique culture gives the city a captivating personality unlike anywhere else. “I travel to Hong Kong quite regularly, as it is one of the most important business hubs in our region. The city is culturally and historically rich, blending traditional Chinese culture with a modern, international outlook. It is a truly fascinating place,” Sommer concluded.

International SOS

- Founded by Dr Pascal Rey-Herme and Arnaud Vaissie in 1985, the company has over 9,000 corporate clients from a diverse range of industries, including banking and finance services, retail, education, and fast-moving consumer goods
- With a team of over 12,000 multicultural experts across medical, security, and logistics disciplines, the company stands with clients to provide comprehensive support and assistance from a network of over 1,000 locations in 90 countries

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