Inside out

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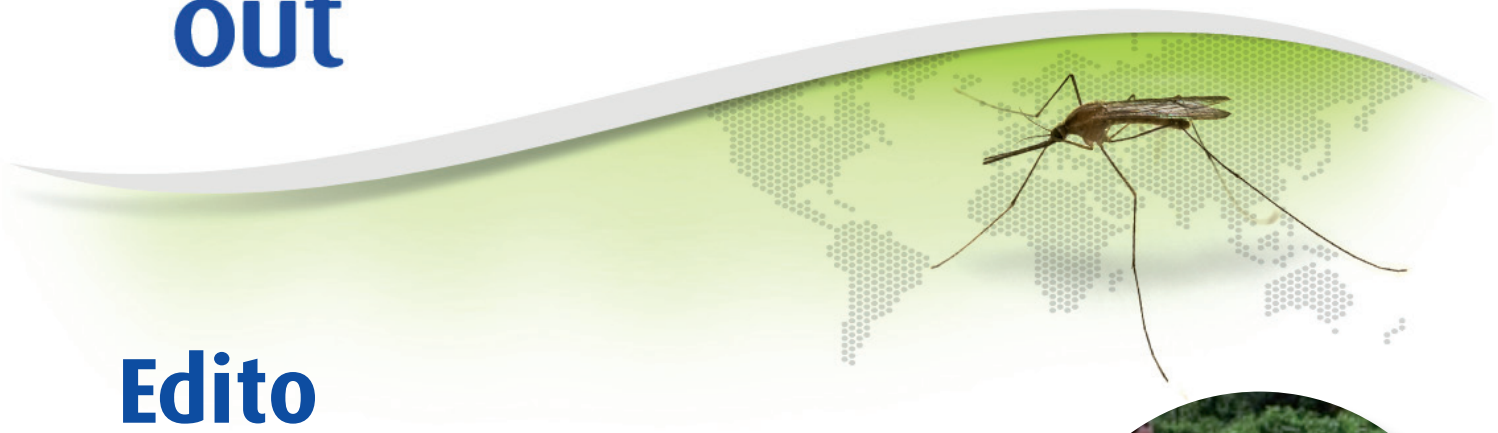


Edito

Dear reader,

We are happy to provide you with the 1st issue of EA IHS' Quarterly e-Newsletter: **Inside out!**

Europ Assistance International Health Solutions (EA IHS), part of the Europ Assistance Group, is responsible for the provision of cross-border medical services and insurances throughout the world.
EA IHS was created to answer a broad scope of very specific health needs for multinational corporations and international organizations working across the world in sometimes very complex environments.

Among important complexities found in some of our clients' project's environments is the presence of infectious diseases such as malaria. This plague affects millions of people each year and can present itself as a potential threat to projects' sustainability. With the World Malaria Day coming up on April 25th, in this issue you will be able to learn more on what malaria is, the techniques and procedures currently implemented by EA IHS to tackle it as well as the innovations brought to personnel living or travelling to malarious areas.

We hope you enjoy reading this issue and we look forward to your comments for future improvements.

Kind regards,

Patrick Leroy
Executive Vice President
Region 3
Europ Assistance Group

Focus on

Ways to reduce the risk of vector-borne diseases: Malaria and Dengue Fever Environmental Control Programs

Malaria and dengue fever are two important and widespread vector-borne diseases. These diseases are transmitted by different mosquitoes which have specific behavioral habits that are quite different. Nevertheless, the control of both vectors can often be integrated by an environmental management strategy.

Expert surveying open water potentially serving as a breeding site

A container potentially serving as a breeding site

The malaria parasite is transmitted to humans by female Anopheles mosquitoes. The mosquitoes are the vector of spread; however, infected humans are typically the critical reservoir for the parasite. Comprehensive malaria control programs focus on both human and mosquito related issues. The mosquito side of the equation is typically addressed by environmental control strategies that impact mosquito breeding sites. Environmental control is extremely cost effective and can be 95%+ effective. In the pre-pesticide era, environmental control strategies at industrial sites often produced dramatic improvements both for surrounding communities and the workforce.

The breeding site locations and mosquito behaviors for Aedes aegypti, the mosquito vector for dengue fever (day biting mosquito) are quite different than for the female Anopheles (typically an evening and after midnight biter). In addition, dengue fever is caused by a virus rather than a parasite. However, for both diseases, the mosquito still acts as the key vector. Dengue fever is rapidly spreading around the world and is prone to sudden and dramatic epidemics. It is not uncommon to find both malaria and dengue in the same location, particularly in parts of South America.

Companies that operate in malarious and dengue areas should develop an overall control strategy. Uncontrolled malaria and dengue can pose significant and potentially fatal health risks to company personnel. Significant disruptions to operations are inevitable. Through Newfields, our partner in health, safety & environment, we are able to provide practical, cost-effective solutions for control of vector-borne diseases such as malaria and dengue.

Identifying small sites and then remediating by filling

An effective and simple environmental control strategy for both malaria and dengue fever is the breeding site/larval survey. The breeding sites for malaria and dengue are different; however,

they can both be easily identified by "walk-around" environmental surveys. The Aedes mosquito is "domesticated" and has a relatively short flight ranges i.e., it tends to breed in areas very close to human locations and typically does not fly more than a few hundred meters for a blood meal. In contrast, the female Anopheles has a much greater flight range, up to 2 km, and utilizes a wide variety of habitat for its breeding locations.

QUICK MALARIA FACTS

- **While the female Anopheles mosquito has a theoretical flight range of up to 2 km, significant risk of disease transmission occurs when the distance between identified breeding site and human habitat is less than 500 meters.**
- **Anopheles breeding sites are typically, shallow water pools with clear water, vegetations and sunlight.**

Larval surveys are used in order to identify, quantify and characterize potential breeding sites. These sites can be addressed by:

- **finding and filling** (e.g. elimination of standing water),
- **drainage** (elimination or control of areas prone to flooding or production of standing water),
- **control of vegetation**
- **covering and/or eliminating containers.**

Drs. Mark Divall, Gary Krieger and Mirko Winkler (at Newfields), have extensive experience in implementing malaria control programs around the world. For them: *"Environmental control strategies are safe, generally simple and are highly effective. While there is a role for pesticide applications, including indoor residual spraying, companies should always evaluate basic environmental control strategies before undertaking more complex and expensive methods".*
The outdoor fogging machine maybe visible and dramatic but its long-term effectiveness is limited in malaria control.

Larval survey techniques can be easily taught to companies' workforce and community members and serve as a safe, simple participatory and cooperative exercise.

For more information on how EA IHS can help you with Malaria Vector Control, contact sales@ea-ihs.com

Medical note

The fight against malaria is still ongoing

With the emergence of resistance to most commonly used treatments for malaria, a 4,000 years old plague, a serious problem is presenting itself for the therapeutic treatment of malaria infection cases.

Malaria is an infectious disease caused by protozoan parasites from the Plasmodium family that can be transmitted by the sting of the female Anopheles mosquito or by a contaminated needle or transfusion. There are 4 types of Plasmodium species causing malaria (*P. falciparum, P. vivax, P. ovale and P. malariae*), *P. falciparum* being the most deadly.

An estimated 40% of the world's population is exposed to malaria. It is the most frequent parasitic infection representing 350 to 500 million cases per year, of which 2 million deaths (mostly children).

Malaria is found in tropical regions including Sub-Saharan Africa as well as South Africa, South-East-Asia, the Pacific Islands, India and South and Central America.

EA IHS devotes a particular attention to this subject and Dr David Polleau, Medical Director at EA IHS, coordinates all efforts internally with regards to the **EA IHS Malaria Awareness Plan**, a plan implemented to raise awareness and best prepare for potential risks:
"Indeed, it is essential to address this disease on different fronts such as information, prevention, diagnosis and treatment. EA IHS provides information through informational posters and its 24/7 Malaria Hotline; prevention through the strict implementation and continuous improvement of its prevention policy through the EA IHS Malaria Control Program; and self-diagnosis Malaria Diagnostic Kits as well as treatment for malaria-infected personnel and patients."

Products & Innovation

EA IHS' new Malaria Awareness Tools

EA IHS is present in 10 countries, of which 5 are located in areas of high malaria prevalence. Within the scope of its Health Support Services, EA IHS brings new and innovative awareness tools with its Malaria Awareness Plan. It enables us, at EA IHS, to manage continuous quality along the whole supply chain.

EA IHS' **Malaria Awareness Plan** has been designed to support our client's internal HSE policies. The following tools can be customized to integrate our clients' rules, processes and documentation, either for resident expatriates, or business travelers:

24/7 Malaria Hotline

Members registered under the EA IHS Malaria Awareness Plan can access our medical staff by phone at any time of the day or night for information on:

- **How to be best prepared prior to departure (individuals and family)**
- **Affected countries (pandemic regions)**
- **Best practices to adopt**
- **What to do in case of suspicion of malaria**
- **The disease itself.**

Malaria Diagnostic Kit

Allowing users to make sure they can self-diagnose in case the first symptoms of malaria appear, the Malaria Diagnostic Kit comprises:

- **Tools to quickly and effectively diagnose the 4 types of malaria**
- **Explanation and a detailed description of malaria symptoms**
- **Advice on the behavior to adopt in case of suspicion of malaria if the person is still in an affected country or is back to his/her country of origin (and where medical staff could be unaware of the potential risks of malaria and or associated treatment).**

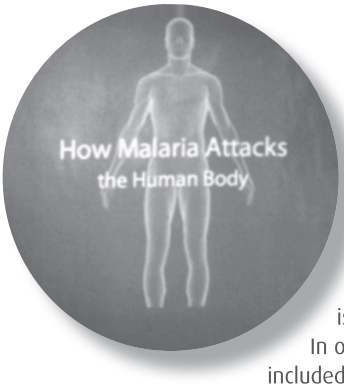
Online registration for higher security

Each Malaria Diagnostic Kit has a unique reference number that must be registered online. It gives the member an access to our 24/7 Malaria Hotline.

Available soon

An interactive tool to raise awareness on Malaria and its risks (information, quiz and Malaria consent form).

For more information on the EA IHS Malaria Awareness Plan, contact sales@ea-ihs.com



Projects & Operations

EA IHS Malaria Control Program: continuous efforts towards malaria prevention

As mosquito bites represent a daily threat to EA IHS employees' health and that of their relatives, as well as operations in malaria infested areas, EA IHS has set up a Malaria Control Program (MCP).

The implementation of this program allows for better prevention against malaria infection and its impact on EA IHS operations. Each EA IHS employee - whether non-immune or semi-immune – located in a malarious area is concerned by this program.

In order to increase awareness on the MCP's usefulness, training sessions are organized on site once a year and are included in the safety induction program, proposed to EA IHS clients' employees, and undergone by each EA IHS employee.

The EA IHS MCP defines three levels of prevention against malaria impacts on operations:

Primary prevention

Eradication and focus on vector control strategy in all EA IHS clinics and medical centers. This action includes insecticide fogging around dwellings as well as spraying open water with larvicide chemicals.

Secondary prevention

Controlling and reducing risks of malaria infection. To that end, different recommendations apply:

- → **Fitting windows with screens and regularly checking for holes**
- → **Wearing long sleeved shirts**
- → **Wearing long trousers**
- → **Respecting the closed shoes policy**
- → **Using the insect repellent, provided by EA IHS, both on exposed skin and on outer clothing**
- → **Distributing insecticide treated bed nets**
- → **Distributing indoor insecticides especially for night use.**

Chemoprophylaxis is also provided to all expatriate staff or staff travelling to a malarious area. In some clinics, a random testing program has also been put in place to ensure 100% malaria chemoprophylaxis intake by all involved staff.

Tertiary prevention

Prompt diagnosis and early treatment of the disease is essential to prevent impairment, subsequent disability and potential death. Malaria diagnosis is included in EA IHS' yearly training. To that end, EA IHS distributes **Malaria Diagnostic Kits** to all EA IHS expatriate staff to allow them to run a malaria self-diagnosis as well as access our **24/7 Malaria Hotline** to answer all malaria-related questions.

The Malaria Control Program has proved successful since day one: EA IHS has never had to record any malaria cases amongst expatriate staff, nor any case of serious malaria amongst resident staff continuously living in a malaria-infested area.

Events

Future

WORLD MALARIA DAY

APRIL 2011

EA IHS participates to World Malaria Day

For the 4th year in a row, Europ Assistance IHS' clinics and medical centers will commemorate the World Malaria Day during a week, starting April 25th.

Various activities will be proposed by and to EA IHS employees and patients, among which:

- → Awareness trainings videos on malaria and its effects, shown in the waiting room;
- → Workshop on the benefits and appropriate use of bed nets and repellents;
- → Questionnaire on malaria distributed to all patients', with shirts to win for the best answers;
- → Malaria exhibit booths in clinics to get some additional information on the materials used for EA IHS Malaria Control Program;
- → French, English, and local language posters and banners on malaria posted within EA IHS clinics, as well as all staff wearing specific World Malaria Day shirts.

Events

Past

MARCH 2011
EA IHS participates to IADC event in Singapore

EA IHS participated to the annual "Asia-Pacific Conference and Exhibition" organized by IADC (International Association of Drilling Contractors) on March 23rd and 24th.

The event allowed decision-making HSE professionals from drilling companies all over the Asia-Pacific region to exchange ideas and best practices, as well as to learn about new technology, protocols, and services, as they look to improve the overall work efficiency of their respective operations.
EA IHS, with the intent to develop its activities in that region, was present and spoke to Asia-Pacific drilling contractors about its services and unique capabilities.

EA IHS aims at attending other conferences and exhibitions in 2011. To find out where EA IHS will be presenting its services, you can visit the **Events** section of our website.

FEBRUARY 2011
EA IHS participates to EAPCE event in Uganda

EA IHS participated to the 5th East African Petroleum Conference & Exhibition 2011 (EAPCE'11), in February 2011 in Kampala, Uganda.

Hosted by the EAC (East African Community), the event aimed at gathering all stakeholders involved in the high potential developing Ugandan oil industry. International oil companies, oil industry service companies as well as government institutions from all over the world met and shared, in active dialogue, ideas on the upstream petroleum industry in East Africa.

EA IHS, participating as an exhibitor, communicated to participants about its Medical On Site Services and unique capabilities as it aims to develop its activities in that region.
Present in Kampala through an exclusive agent, EA IHS is prepared to provide all its medical services, from Mobile Medical Units through to support for Occupational Health amongst other services.

FEBRUARY 2011
Europ Assistance IHS (EA IHS) and Dynamiq enter global strategic alliance

EA IHS and Dynamiq, Australian emergency management specialists, have agreed to work together to provide medical engineering, remote medical services as well as security and emergency management staffing solutions for clients around the world.

Teaming up with Dynamiq as an experienced partner is another important step to ensure the safety and well being of EA IHS travelling clients and expatriates in Australasia. With Dynamiq's fantastic reputation, EA IHS is looking forward to leveraging Europ Assistance's best practice medical offering with Dynamiq's knowledge and capabilities in Oceania, and in support of Dynamiq's clients globally.

As EA IHS and Dynamiq are both experts in their respective fields and share a client-centric philosophy, the strategic alliance is an excellent fit for both companies.

JANUARY 2011
EA IHS awarded Most Socially Responsible Company Trophy in Chad

EA IHS has been awarded the Most Socially Responsible Company Trophy by the Chadian National Chamber of Commerce, Industry, Agriculture, Mines and Craft Industry (CCIAMA).

The trophy was handed in January by CCIAMA's President at a gala event celebrating Chad's Independence 50th anniversary. EA IHS was voted Most Socially Responsible Company for fully respecting local rules and on-time tax payments as well as implementing positive employee recruitment and training policies.

Upon receiving this award, EA IHS' Chief Executive Officer, Emmanuel Légeron, said: "*We are very pleased to have been awarded this trophy. It represents all the efforts we have made since the start of our activities in Chad in 2006, and reflects our commitment to always operate according to local laws and regulations in countries where we establish ourselves.*"

FEBRUARY 2011

Europ Assistance USA launches Drug Name Translation tool

EA USA launched a new enhancement to its eServices corporate portal: a drug name translation tool.

When abroad, trying to find and buy the right medication can sometimes prove to be difficult. Indeed, brand name medications are often sold under different names depending on the country. In order to help travelers and expatriates, Europ Assistance USA has developed a tool allowing them to find the foreign equivalent of their home country brand name or generic drug.

Created in partnership with Lexi-Comp, an industry-leading provider of drug information and clinical content for the healthcare industry, this easy to use tool provides the equivalent name for more than 7,000 brand names, generic prescriptions and over-the-counter drugs in 114 countries.

For more information on this tool, contact inquiries@europassistance-usa.com