

Duty of Care in Action: Protecting People and Events

Speaker Bios

Mark Kelly, RN, BSN
Director of Nursing, Americas, International SOS



Mark is an emergency and critical care trained Registered Nurse with over 25 years' experience in London, UK. After completing his training At St Bartholomew Hospital, he worked at the Royal London Hospital, before moving to Sydney, Australia. Mark was a clinical nurse consultant for the trauma service and emergency department of St Vincent's Hospital, Sydney.

Mark has supported state health departments in Australia triaging and assessing passengers arriving at international airports during the 2009 H1N1 virus outbreak. Mark was part of a state rapid project team tasked to set up screening clinics affiliated with metropolitan hospitals in the City of Sydney creating business continuity plans, implementing infection control best practice procedures alongside federal, state and local processes ensuring the safety of health care practitioners and patients.

Mark joined International SOS in 2009 and with over 15 years of Assistance Center International SOS experience supporting medical cases throughout the world, and as an Air Ambulance flight nurse in Papua, New Guinea. He now manages and supports the Philadelphia Assistance platform, partnering with Operations, Government services teams and MedAire.

Matt Smyth
Business Development Manager
International SOS



Matt Smyth is a Business Development Manager for the Mid-Atlantic region at International SOS, based in Philadelphia. Since joining the company in 2019, Matt has worked closely with clients across a diverse range of sectors, including Life Sciences, Education, Financial Services, Not-for-Profit organizations, and more. He advises clients on industry standards and best practices to help them navigate complex challenges and optimize their operations.

Before transitioning into his current role, Matt began his career at International SOS as a Group Product Director, where he led the development of innovative traveler-facing



apps, websites, and digital tools. His work in this area has contributed to record-breaking user satisfaction.

In addition to his expertise in Duty of Care, Matt brings extensive experience in team leadership, marketing strategy, and change management. He holds a degree from Temple University.