

***You are traveling to the
Democratic Republic of Congo
for the first time...***

What next?



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Where is the DRC?

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For comparison:
The African Continent as a whole
is three times the size of the
United States.

The Democratic Republic of the
Congo (DRC) is almost 3.5 times
the size of Texas.



Some quick facts about the DRC

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- **Location:** Central Africa, on both sides of the equator
- **Size:** almost 1/4 of the US
- **History:** Former Belgian Colony, also known as Zaire, independence in June 1960, continuous civil wars up until 1999, currently in reconstruction phase
- **President:** Joseph Kabila
- **Population:** ~ 71.7 million, in 200 ethnic groups, labor force ~ 23.5 million
- **Administrative districts:** 16 provinces with the **Capital:** Kinshasa
- TFM & Kisanfu are located in **Lwalaba province** with the capital Kolwezi, the seat of the governor
- **Weather:** Dry (May-Sept) + Wet Season (Oct-Apr); Avg. **Temperature** - 76 degree
- Main **Language:** French + local dialects
- **Currency:** Congolese Franc (CF), inflation rate = ~17%
- **Religion:** 70% Christian, 10 % Muslim, 20 % other
- **Literacy rate:** ~ 67%
- **Cell phone & Internet use:** Yes, but with changing access
- **International code :** +243
- **Time zone difference to the US (Phx):** 9 hours

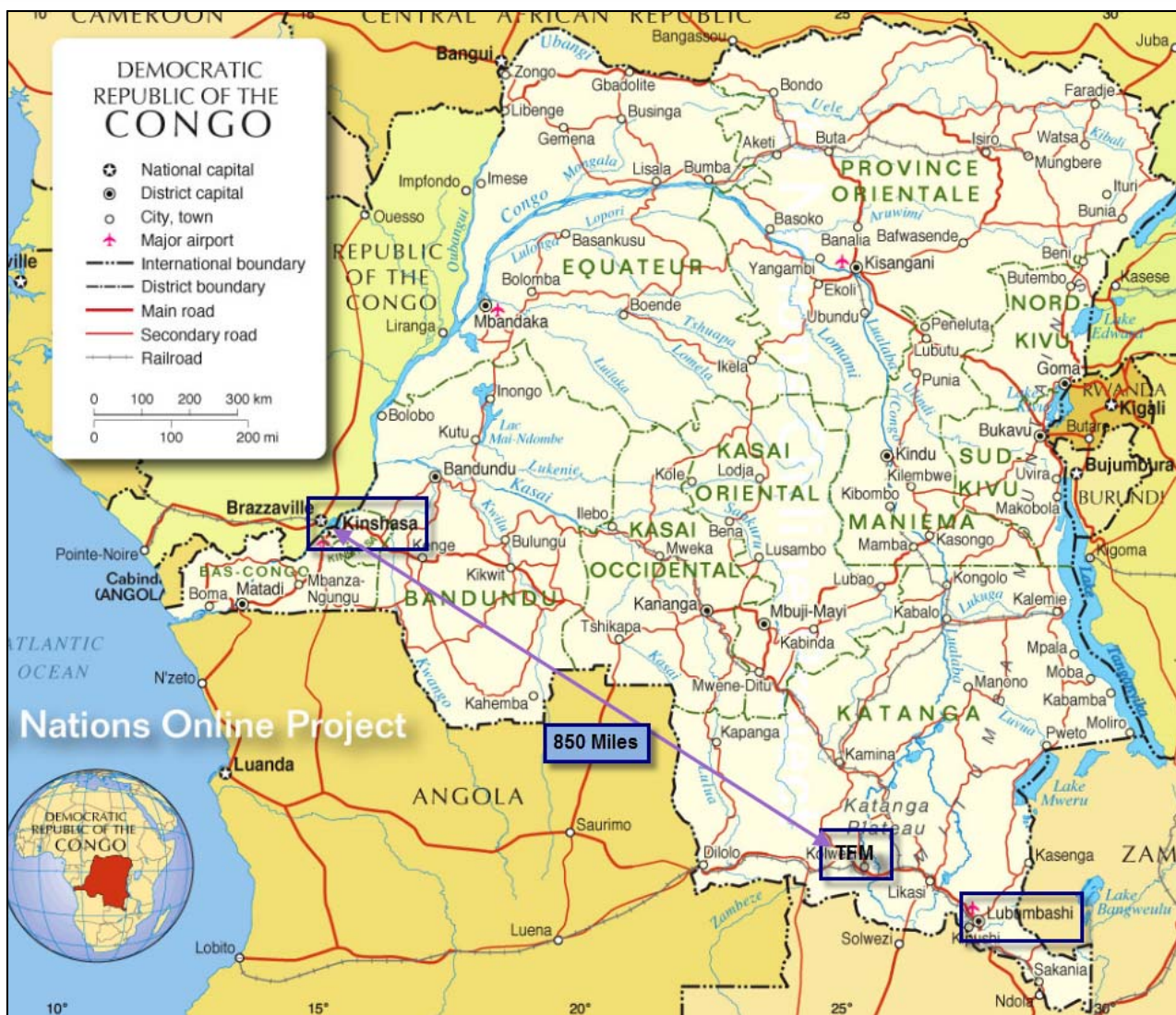
Where is Lwalaba and TFM?

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Where is the Capitol Kinshasa?

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BEFORE YOU GO

Planning your travel to the DRC

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- The **FM Travel Center** will assist with the coordination of all aspects of your travel to the DRC, including communication with the TFM travel team to confirm all lodging and transportation within Africa. Following are the consultants who are available to assist in various areas:
 - **Passport/Visa Processing & Medical Requirements**
 - Katie Holtman
 - Genorie Church
 - **Travel Arrangements**
 - Sandra Cason
 - Karen Wilson
 - Valeri Knox
 - Julian Sierra
 - Nick Lieberman
 - **Manager**
 - Michele Gannon

Getting started

- The following items must be completed in preparation for your trip to the DRC.
 - Obtain **approval** for international travel via the [on-line approval system](#).
 - Choose a TFM **site sponsor** from the following approved list:
 1. Frank Van De Wille (Mine Operations and Central Services)
 2. Christopher Sheerin (Processing Plant)
 3. Chuck Rose (Safety, Environmental and Community Development)
 4. Leanice Hart (Administration)
 5. Jerome Besnier (Exploration – PDCongo)
 6. Bill Harris (President TFM)
 - Contact the FM Travel Center to begin **passport/visa** processing, receive a current list of medical requirements and coordinate all air and ground arrangements

Health requirements

- Your Travel Consultant will send you a DRC Medical Advisory which lists vaccinations and medications you are required to receive before your travel to the DRC. Immunizations must be received at least ten (10) days prior to your arrival, failure to comply is a violation of DRC laws and regulations and will result in being denied entry into the DRC.
- You are responsible for making the appointment at the appropriate Passport Health facility. During your appointment, you will need to obtain the following:
 - Required vaccinations
 - Malaria medication
 - Travel medication and medical supplies
- Upon your departure from the DRC, obtain the following medication and supply from the ISOS Clinic located at the TFM mine site:
 - Your return trip malaria medication
 - Malaria Alert Card
- Mosquito bed nets are available and set up at the TFM mine site. It is not necessary to purchase them prior to your departure.

Appointment for travel vaccines, immunizations & medical supplies

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- Click [here](#) to view a list of Passport Health facilities where you can obtain your required immunizations
- If need to cancel or reschedule your Passport Health appointment you must call prior to your scheduled time or a \$45 no-show fee will be charged
- Please provide Passport Health your vaccination/immunization records and employee ID badge at appointment time
- If you have scheduled an appointment outside the US, please notify the International Human Resources department at (602) 345-5831
- Additional services received which are not listed on the medical advisory are at the personal expense of the traveler

Remote site protocol

- Please visit the [Remote Site Protocol](#) page for travel to the DRC located on the FM Travel Center website for all details on fulfilling the medical requirements and obtaining the necessary business visa
 - Note that a regular business visa for the DRC allows for a MAXIMUM stay of 10 days. Anyone who is required to stay longer than 10 days will need to apply for a work permit once at site, which will take an extended amount of time to process.
- View the [Malaria Presentation](#) for all details regarding-precautions and medications should be taken.
- **All medical requirements must be met and DRC business visa processed prior to your departure.**

Hotel selection enroute to TFM

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- Due to the early departure requirements of our charter flight, travelers will be booked in the **Southern Sun** or other suitable hotels close to the airport. Hotels around Sandton/Mandela Square will not be booked unless there is a valid business reason.
- FM Travel will make the most economically feasible decision unless approved by manager prior to departure.

Arranging travel to the DRC

■ **In Summary:**

The Travel department will assist with the following:

- Confirming travel dates that work best for you and your sponsor in DRC.
- Preparing a travel itinerary based on the confirmed dates.
- Sending your proposed itinerary to you for approval.
- Sending final itinerary to you and TFM HR.
- Assisting with processing of all traveling documentation required to enter country.

TRAVEL

African Travel Tips

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- Commercial travel from Johannesburg to Lubumbashi is not offered daily. Please check with your travel consultant for current flight information. Therefore same day connections from Johannesburg to Lubumbashi are discouraged.
- Flights within Africa have a lower weight allowance (20Kg/44Lbs/bag). You may be required to pay additional fees when checking your bags. Any excess baggage charges may be submitted on your expense report. Please allow for additional check in time at the airport to pay excess baggage fees, as the lines tend to be long.
- Upon arrival in the DRC – please be aware that it is **unlawful to take any pictures** without prior governmental approval! (in writing)
This includes the airport.
- **Effective January 19, 2015 the new TFM Charter flight will begin service between Johannesburg (OR Tambo) and TFM. (Please see the announcement on the [FM Travel website](#))**

Arrival Protocol - Johannesburg

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- Bidair personnel with a sign displaying the name of the traveler will meet the traveler once disembarked from the aircraft upon arrival at OR Tambo, Johannesburg
- Bidair personnel will assist with the transfer to connecting flights (to/from TFM Charter flight) and your luggage should you stay in Johannesburg
- Travelers are to advise JHB travel group before arrival in Johannesburg if a “meet and greet” is required and if the passenger is checking luggage or just carrying hand luggage
- If **no “meet & greet” is required** and **NO luggage has been checked**, the traveler will stay in the TRANSIT area and go directly to the boarding gate (gate # will be displayed on the electronic signboard) . A Bidair representative/Personnel will provide the traveler with the necessary boarding pass upon arrival at the gate
- If luggage has been checked:
 - **Should the traveller already possess a valid RSA Visa**
 - Collect luggage normally from the belt, go into the arrival terminal to recheck the luggage at the check-in counter for the next flight
 - Be advised that re-check in the transit area is not available!
 - **Should the traveller arrive WITHOUT a valid RSA Visa**
 - He/She WILL need a “meet and greet” as the belt area is located past RSA immigration

TFM Charter Flight

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- All travel to the DRC coincide with the Charter schedule. Any exceptions will require approval by the TFM Executive Team.
- The charter will operate on Monday/Wednesday/Friday round trip between Johannesburg (JNB) – Lubumbashi (FBM) – TFM airfield (TFM).
- The estimated flight time JNB – TFM is approx. 3h30min. The flight from JNB – FBM will take about 2h30 min. Once you have gone through Customs, the flight from FBM to TFM will take an additional 30 min.
- The Travel Center will work with the Johannesburg (JHB) travel group to secure space on the flight as part of the normal booking process. Seat confirmation will be sent directly to the passenger 48hrs prior to the flight by the JHB travel group.
- Check in details at OR Tambo Airport, Jhb, are as follows:

Terminal:	A
Check in time:	Between 5am and 6am
Check in desk no:	95 & 96
Check in closes:	6am
Departure time:	07h20am
Luggage allowance:	30kgs plus 10kgs carry-on bag
- Upon check-in, you will be issued a Boarding Pass which allows you to proceed through the standard security checking process and then into the Immigration area.
- For Fungurume departure to Johannesburg, travelers should be at Fungurume Airstrip at 10h30am

Arrival protocol - Lubumbashi (DRC)

- Upon arrival at Lubumbashi Airport on the TFM charter flight , a TFM Protocol Agent will meet you on the tarmac and escort you to the Immigration area where an Immigration Officer will scan your passport and check your visa
- During processing, the officer will ask you where you will be while in the DRC. Answer: 'TFM' They will also review your International Certificate of Vaccination ('yellow fever card')
- TFM Protocol will facilitate luggage checking with Customs agents while you are being processed
- Once you have gone through the Immigration process, the TFM Protocol Agent will guide you back to the plane for re-boarding
- Once Customs and Immigration requirements have been completed for all passengers, the plane will depart for the TFM site. The flight from Lubumbashi is approximately 25-30 minutes
- In case of inclement weather, cancelled flights or weight capacity issues of the charter flight, transfer to/from the mine site by bus might be required. If necessary, TFM protocol will coordinate seating and luggage transfer accordingly
- If you do not continue your travel straight to site, TFM will provide a driver during your stay in Lubumbashi

Lubumbashi Airport

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Arrival Protocol – Tenke Mine site

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- Upon arrival at the TFM airstrip, a TFM Protocol and Immigration Specialist will be available to instruct you and answer questions

(Please ensure that your passport is returned to you before departing the airstrip)
- TFM does provide a shuttle from the airstrip to the Camps for registration if transportation has not been provided for you by your site sponsor
- You will attend a safety induction at Bravo Camp within your first two days at site.
- If you are assigned to **Mikuba Camp** (aka 'Bravo' Camp) report to the reception after the safety induction. Please check-in with **Delphin N'Shid, (+243 820001658)** to receive your key and meal card.
- If you are assigned to **TFM Base Camp**, transportation will be provided for you. Please check in with **Leo Kabambi, (+243 820001638)** to receive your key and meal card.
- **It is expressly prohibited for travelers to make any payments (cash or in-kind) to officials of the DRC Government while traveling in the DRC.**

Arrival protocol - Kinshasa (DRC)

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- Upon arrival at N'Djili Airport you will first clear Immigration, and then present your International Certificate of Vaccination ('yellow fever card') before entering the baggage reclaim area. If asked for your address while in DRC, provide the name of your hotel.
- Upon reclaiming your baggage and passing through Customs, you will be met by a TFM Protocol agent, who will direct you to your vehicle for transport into the city.
- Please confirm with the TFM protocol agent what your transportation needs will be during your stay; the agent will make sure you have a driver and vehicle available as needed. The agent will also provide you with key local contact and address information.
- It is about a 45-minute ride into Kinshasa, where you will be taken to either the TFM office, or to your hotel. TFM's office is located at 4239 Av Tombalbaye, 4th floor, Prestige Bldg, Kinshasa/Gombe (ph +243 99 678 0000 / +243 99 678 0014).
- Normally you will be accommodated at the Hotel Memling (ph. +243 81 700 1111), which is just a few blocks from TFM's offices.
- Note: Kinshasa is a bustling city of 10 or 12 million; always keep your sponsor apprised of your movements. It is not recommended that you walk between the hotel and the office.
- For any issues, contact TFM's Dir Bus. Services: Prof Ngoba Maloba +243 99 678 0017 (o), or +243 81 700 5418 (m).

Departure Protocol – Tenke Mine site

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- The TFM Shuttle flight manifest is posted the day before each flight in the Base Camp mess hall. If your name is not on the manifest, but is on the stand-by list, you will be taken to Lubumbashi by road in time to make your connecting flight.
- If you have any last minute change requests or have to cancel the TFM shuttle flight, please contact DG-TFM-Flight-Reservation-Group@fmi.com
- Be sure to return your key to the appropriate reception area at Bravo or Base camp prior to departing.
- Make sure you receive your Malaria Alert Card from the ISOS medical facility prior to departure.

Departure Protocol & Airport Departure Tax – Lubumbashi

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- The DRC Government has introduced a departure tax (La Redevance IDEF). This tax has to be paid at the Lubumbashi airport by every passenger departing from the Lubumbashi airport.
- The fee is currently \$55 for international and \$15 for DRC domestic flights and must be paid in US Dollars or equivalent in FC; no credit card at this point.
If paying in USD, the bills can not be older than 2006 or be damaged in any way (no rips or tears).
- When departing Lubumbashi, you will provide your passport, departure tax payment and E ticket receipt to the TFM representative who will pay the tax and check in for your departing flight on your behalf. You will receive your boarding pass and a receipt for the tax, which has to be presented upon boarding the aircraft. You will not be able to board the flight without this receipt.

GENERAL TIPS

Contacts in Africa



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- In case of emergency, please note the following contact numbers:
 - **Amina Mumba**, Office Manager, Johannesburg, +27 723250015
 - **Jayne Austin**, Backup Travel Support, Johannesburg, +27 722974126
 - **Bid Air** (Charter Flight), OR Tambo +27 (0) 83 609 5812
 - **Serge Ngoy**, TFM Travel Department, Lubumbashi, +243 (0) 820001652
 - **Cyril Bremond**, TFM Transportation & Camp Services +243 (0) 820003719
 - **Leo Kabambi**, TFM Administration, Tenke, +243 (0) 820001638
 - **ISOS Alarm Center**, in Johannesburg +24-11-541-1300
 - **Kevin Stone**, TFM Security Manager, Africa or alternately +243 (0) 817087346 or +243 (0) 815581596
 - **Guillaume Jobin**, TFM Security Manager, Tenke +243 (0) 817087343
- Carry the contact information for your site sponsor as well as your ISOS card with you at all times in case it is needed while traveling.
- For your reference, the TFM Office in Johannesburg is located at:
 - The Oval Office Park
 - Corner Meadowbrook/Sloane
 - Buffalo Building, First Floor
 - Bryanston East, 2152 South Africa
 - +27.1146.33500

Baggage Tips

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- Put your name and the phone number of your destination on the inside and outside of your bag.
- Carry valuables, medication, and travel documents *in your carry-on luggage.*
- Never pack your laptop or anything of value in a bag that you plan to check. We have no recourse for recovering stolen items.
- Pack anything that might leak inside an air-tight plastic bag.
- Avoid military clothes / bags etc. or clothing that appears to be military in origin
- Check the TSA website for the most current restrictions on liquids & aerosols in your carry-on baggage: <http://www.tsa.dhs.gov/311/index.shtm>

General tips which will make your stay easier

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- Dress code for Lubumbashi and Tenke mine site is casual
- Wear long sleeves and pants when outdoors after dusk to avoid skin exposure to mosquitoes
- Short sleeves can be worn during the daytime if you choose
- The climate is 70 to 90 degrees year round
- Bring a small flashlight for walks at night between the buildings while at site
- If you know you will visit the mine or the processing plant, consider bringing your own pair of safety toe boots since supply on site is scarce

General tips cont.

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- You will need a 3 prong South Africa to USA outlet adapter and/or a 2 prong European plug adapter for most of the rooms since US power outlets are rare and far between
- Do not forget to back up your laptop to the main server prior to departure to ensure that the latest data is recoverable in case you experience issues with your laptop
- It might be beneficial to take an English-French dictionary with you
- Business is almost always conducted in French
- Try to be on time-punctuality is considered important in the DRC

Telecommunication tips

- Do not rent satellite phones
- Satellite phones work the majority of the time, but may not have reception while at the mine site.
- If you are staying for an extended period of time, a local cell phone may be provided to you. Please check with camp administration once you arrive. Most visitors staying less than 2 weeks will not receive a local cell phone.
- Non-DRC based cell phones will work but reception quality might waver.
- Roaming charges are very high.
- Internet service is currently provided in TFM offices and there is the TFM Residential Wi-Fi which is set up in most accommodations.
- For personal modems there are Vodacom SIM cards for sale which can be purchased through the Vodacom representative in the MIS office.

Currency tips

- All employees should obtain a company credit card prior to departure to the DRC, however
- The DRC is a cash economy. USD is widely accepted, but bills should not be older than 2006 and in good condition
- ATMs for cash withdrawals are available in Lubumbashi as well as in TFM (at the Raw bank)
- Credit card cannot be used at most locations
- The Tenke Payroll Cash Advance Repay form can be used by employees to obtain cash while in Lubumbashi or Fungurume

Visiting employees must pay for their Advanced Payroll Deduction (APD) via personal check or like payment method in the amount of the APD. All payments made by visiting employees will be sent to Kim Zavesky located at the Corporate Accounting Office located in Phoenix, AZ. Visiting employees are not allowed to repay an on-site APD via payroll deduction.

MEDICAL

Medical care in Africa (Employees Only)

- **International SOS (Intl. SOS)** coordinates medical care while on the continent of Africa
- An extensive presentation on ISOS and its services available to you can be found on the FM Travel center website under the ['Travel Safety & Security'](#) tab
- Your company medical plan works with ISOS to pay providers for covered medical services
- In case of a medical emergency while you are NOT at site, please call the **ISOS emergency hotline** at **+1-215-942-5500** or the **Alarm Center in Johannesburg** at **+27-11-541-1300** to coordinate any necessary assistance
- If you cannot call ISOS yourself, have somebody else call ISOS on your behalf to open the case
- Before departure, print out the Freeport ISOS Card by clicking [here](#)
 - download the ISOS app into your company mobile phone; **Member number:** 11BCPA000119

International SOS access in the DRC

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- In Lubumbashi

- The clinic is located in the **Lubumbashi Clinic**

Phone: +243 81 558 2053 or +243 82 000 1857

389 Avenue Kombove, Lubumbashi

- Consultation Hours: Mon to Sun; 8am to 8pm; Emergencies 24/7
 - Dr On Call: +243 82 000 1853 or +243 81 683 2910

- In Tenke Fungurume

- The **Granary Clinic** is located in TFM Base Camp, alternatively
- **Kwatebala Clinic** is located at the plant inside the mine
- Consultation hours: Mon to Sun; 8am - 4pm; Emergencies 24/7
 - Dr Appointment on site: +243 99 535 6977 or +243 81 701 6425
 - Medical Emergency on site: Dial 722 (SOC – Securities Operations Centre)

Healthcare benefits

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- If you are an **international assignee** your company medical plan works with Intl. SOS to pay providers for covered medical services
- If you are a **business traveler** or on a short term assignment (less than 6 months) in the DRC for the Tenke Fungurume mine project, your participation in the United Healthcare plan continues. All services are subject to the provisions of the benefits plans
- If you are paid through Phoenix, AZ and have questions regarding your benefits, please contact the Freeport-McMoRan HR Service Center between the hours of 7 a.m. and 5 p.m. MST, Monday through Friday at
 - 1-602-345-4399, (outside of the U.S.), Site specific 8-345-4399, 1-888-855-HELP (4357) (within the U.S.),
 - HR Service Center E-mail at hirschw@fmi.com
- If you are paid through New Orleans, LA and have questions regarding your benefits, please contact Employee Services at
 - 1-504-582-4400 (within the U.S.), 1-888-882-8190 (outside of the U.S.),
 - Employee Services E-mail at EmployeeServices-NOLA@fmi.com

Medical evacuation

- All Freeport-McMoRan employees, visitors and contractors while on site or enroute to TFM are eligible for emergency evacuations.
- Should you suffer an illness or trauma which cannot be treated at one of our medical facilities, Intl. SOS will evacuate you by Air Ambulance to the nearest, most appropriate Center of Medical Excellence.
- Should your condition not be life or limb threatening an evacuation by commercial airline can be undertaken. You may or may not be accompanied by a medical staff member on this trip.
- The initial stabilization will occur on-site prior to the arrival of the air ambulance.

SECURITY

Security Information

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- Travel within the Congo and outside the concession/camps is only permitted after trip approval and coordination by TFM Security
- TFM Security provides security briefings in quarterly intervals or when warranted to update on current situations. The latest publication can be found [here](#)
- Visitors and those temporarily assigned to TFM are considered in the Crisis Management Plans, and will receive instructions as required from their sponsor.
- In case of an emergency, TFM Security can be reached by phone under
 - **"722" (internal phone system) or +243 (0) 815581435** (24/7 emergency #)
 - **+243 (0) 820003606 /...3561/ ...3565** (SOC – Ops Center)
 - **+243 (0) 817087346 or +243 (0) 815581596** (Kevin Stone, Security Mgr., TFM)
- The US Embassy in the DRC can be contacted by phone or email under
 - **+243 81 556 0151** (24/7 emergency #) or
 - **081 556 0151** (in country telephone number) or
 - **KinshasaRSO@state.gov** (24 hrs. emergency email)

Security Information cont.

The following links will provide you the most recent travel advisories and security alerts for the DRC

- [US Embassy in Kinshasa](#)
- [US State Department](#)
- [Belgian Government](#)
- [Control Risks Group](#)
- [ISOS – FMI – Portal](#)

Questions

**For Medical
services**

***contact*
Gina Gibson:
[Gina_Gibson@fmi.c
om](mailto:Gina_Gibson@fmi.com)
+1 602 366 7483
or 836-67483**

**For Security
related questions**

***contact*
Jochen Gliss:
[Jochen_Gliss@fmi.
com](mailto:Jochen_Gliss@fmi.com)
+1 602 366 7881
or 836-67881**

**For any additional
questions or
concerns**

***contact*
FM Travel:
[FMTravel Center](#)
+1 602 366 7878
or
836-67878**