

## INTERNATIONAL SOS

### *Emergency Assistance While Traveling Abroad*

- ISOS is the world's leading provider of medical assistance, international healthcare and security services

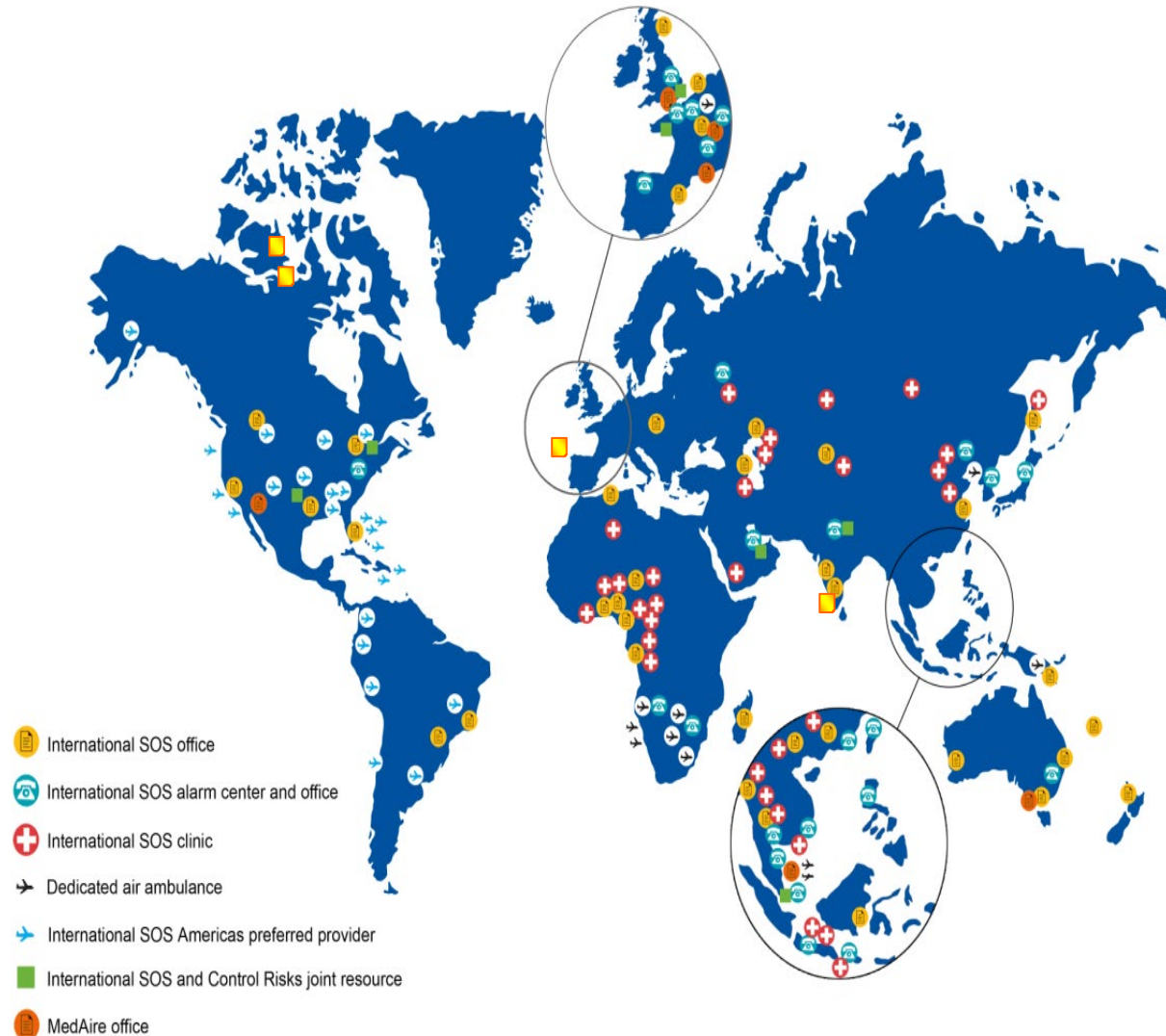


*"From the beginning, our company was founded on the principle of putting the member first. Our teams work closely together so the customer is at the heart of every decision."*

*- Nick Peters, CEO, Americas Region, International SOS*

## International SOS Global Footprint

- 11,000 employees
- 1,200 doctors
- 200 security specialists
- 27 assistance centres
- 46 clinics
- 79,000+ providers
- 4.9 million cases/year
- 10 dedicated air ambulances
- 99+ languages supported



- ISOS has been the medical provider of choice for Freeport-McMoRan since the mid 1980's
- Freeport-McMoRan works closely with ISOS to ensure employees and dependents who travel or reside outside of their home country have access to the best available emergency medical and security services 24 hours per day, 365 days per year
- ISOS is available to ensure your health and safety are taken care of before, during, and after your trip or stay abroad
- ISOS provides Freeport-McMoRan employees with emergency hotlines around the globe to initiate immediate resolution for medical or security issues



ISOS services include:

- 24-hour world-wide response capability
- Referrals to the most appropriate medical and security providers
- Ground ambulance transport to nearest center of medical excellence
- Arrangement of hospital admission including guarantee of payment
- Emergency evacuation to nearest center of medical excellence or safe zone
- Medical management throughout, including liaison with employer and family
- Repatriation to home or country of residence after care is provided

- Online medical and security alerts, reports, country and city guides
- Assistance with obtaining medication and medical supplies
- Legal referrals
- Emergency message transmission
- Translation and interpreters
- Lost document advice and assistance
- Repatriation of mortal remains

- ISOS provides on-site healthcare services to Freeport-McMoRan overseas operating sites at Cerro Verde & PTFI
- ISOS is the coordinator of medical and security assistance as well as evacuation services
- ISOS will issue a guarantee of payment for services as approved by Freeport-McMoRan and coordinate with UnitedHealthcare Global Expatriate Insurance Plan to pay for covered medical services outside of the U.S.

## WHEN DO I USE INTERNATIONAL SOS?

### PREPARE

before you leave home:

- Keep your membership card safe and with you at all times
- Call an Assistance Centre for free pretravel information (i.e. vaccination, required medication and travel security concerns)
- Download the Assistance App, log in using your membership number to help you make more informed travel decisions based on our online medical and security reports and country travel risk guides
- Sign up for health and security email alerts
- Inform friends and family that you are with International SOS, so they can get in touch with us should they have any concerns for your welfare while you are away

### WHILE ABROAD

all medical and security enquiries, be they of a routine or medical nature:

- Free and unlimited health, safety, and security advice
- Find a local nurse, internationally trained doctor or security specialist near you
- Find medication or medical equipment
- Travel advice on loss of travel documents or legal assistance
- Assistance paying your medical fees

### IN AN EMERGENCY

we provide all necessary emergency services, including:

- Arranging medical transportation and care
- Monitoring your condition and provide advice along the way
- Evacuating you when necessary
- Contacting your family, so they know you are in good hands.



# HOW IT WORKS

## Typical Case



TRAVELLER BECOMES UNWELL IN PERU AND CALLS INTERNATIONAL SOS ASSISTANCE CENTRE via APP BUTTON.



ASSISTANCE CENTRE DOCTOR ASSESSES TRAVELLER. MEDICAL ADVICE IS PROVIDED. LOCAL MEDICATION AVAILABILITY & TRANSLATION SUPPORT IS GIVEN.



TRAVELLER IS DIRECTED TO NEAREST VERIFIED MEDICAL PROVIDER & PAYMENT IS ARRANGED.



THE CASE IS FOLLOWED IN ITS ENTIRETY. FINAL UPDATE GIVEN TO INVESTED PARTIES. FREEPORT INTERNATIONAL HR AND CORPORATE HR INFORMED. TRAVELLER COMES HOME SAFE AND HEALTHY.



ASSISTANCE CENTER FOLLOWS UP WITH THE TRAVELLER, COMPANY, INSURER, & PROVIDER.



COMPANY INSURER IS NOTIFIED OF THE INCIDENT. AT COMPANY'S REQUEST, INTERNATIONAL SOS DOCTOR SPEAKS TO MANAGER RE CASE



**International SOS**  
Medical and Security Services

**Membership I.D.**  
**11BCPA000119**

**Organization**  
Freeport-McMoRan

**Call our medical and security experts 24/7.**  
Call for preventative or emergency enquiries.  
Call before, during and after travel or assignment.



**Bali**  
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**Bangkok**  
+66 2 205 7777

**Beijing**  
+86 (0) 10 6462 9100

**Dubai**  
+971 4 601 8777

**Frankfurt**  
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**Taipei**  
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**Tokyo**  
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Go to the ISOS Freeport-McMoRan [online portal](#) and download the Assistance App

The screenshot displays the ISOS Freeport-McMoRan online portal. At the top left is the FM logo and the text "FREEPORT-McMoRAN". To the right, it says "Employee Travel Assistance Program" with a world map background. Below the header is a search bar with the placeholder "Search for a Location or Disease" and a "Search" button. Navigation links include HOME, CONTACT US, FAQs, MEMBERSHIP BENEFITS, and SIGN OUT. A blue banner below the navigation bar reads: "Discover COVID-19 test requirements, quarantine protocols, and entry restrictions for anywhere in the world." The main content area is divided into three columns. The left column contains a "Location List" dropdown, a "Language" dropdown (set to English), a "Health Threats" dropdown, and a list of links: All Active Alerts, Travel Advice, Security Advice, and Email Subscriptions. Below these is a "Print/Email Report" button and a "Travel Security Online" dropdown. The middle column features a Spanish language notice, a "Welcome to the Freeport-McMoRan Global Assistance Program" section with a detailed description of the program, and a link to "Tell us what you think". The right column contains a "MEMBERSHIP I.D." card, a "Download the Assistance App" button, an "Emergency Record" button, a "COVID-19" button, a "Certificate of Assistance" button, an "Email Alerts" button, an "eGuide: Intro to Membership" button, a "Personal Travel" button, a "MyTrips Personal Travel Locator" button, and a "COVID Trip Planner" button.

**FM FREEPORT-McMoRAN**

Employee Travel Assistance Program

Search for a Location or Disease

HOME CONTACT US FAQs MEMBERSHIP BENEFITS SIGN OUT

Discover COVID-19 test requirements, quarantine protocols, and entry restrictions for anywhere in the world.

**Location List**  
Please select a location

**Language**  
English

**Health Threats.**  
Please Select

➔ All Active Alerts  
➔ Travel Advice  
➔ Security Advice  
➔ Email Subscriptions

➔ Print/Email Report

**Travel Security Online**  
Please select a location

➔ Global Risk Ratings  
➔ Global Security Headlines

Este sitio de web también está disponible en Castellano. Para hacer el cambio, haz click en "Language" en el lado izquierdo y otro click en "Spanish"

**Welcome to the Freeport-McMoRan Global Assistance Program**

Providing all Freeport-McMoRan employees that travel internationally for business with medical, security and travel assistance, managed and administered by International SOS. International SOS is the world's largest medical and security assistance company, with more than 5,000 professionals in 24-hour Assistance Centers, international clinics and remote-site medical facilities across five continents. International SOS is the leader in their field, ready to help you with all of your medical and security needs.

Whenever you travel away from your country of residence, make sure you have your International SOS card handy. Also make sure you review important medical and safety information about the country to which you are traveling. We encourage you to learn more about the [Program Benefits](#) and to find answers to [Frequently Asked Questions](#).

Also, you can now store and access your vital personal health, vaccination and travel information online, anytime, anywhere. It will be available to you and, with your consent, SOS medical staff, better assisting you in the event of an emergency. The system also recommends appropriate vaccinations and sends you reminders when follow-up boosters are required. [Activate Your Emergency Record](#)

[Tell us what you think](#)

**MEMBERSHIP I.D.**  
U.S. Letter | A4

**Download the Assistance App**

**Emergency Record**

**COVID-19**

**Certificate of Assistance**

**Email Alerts**

**eGuide: Intro to Membership**

**Personal Travel**

**MyTrips** Personal Travel Locator

**COVID Trip Planner**

***For ISOS medical services contact Dr. Richard Vinroot:***  
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***For ISOS security questions contact John Mosher:***  
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