

POWERING PROGRESS

INTERNATIONAL SOS

Emergency Assistance While Traveling Abroad

Updated May 2025



ICMM
Member



fcx.com

All Operating Sites

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International SOS (ISOS)

- 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."

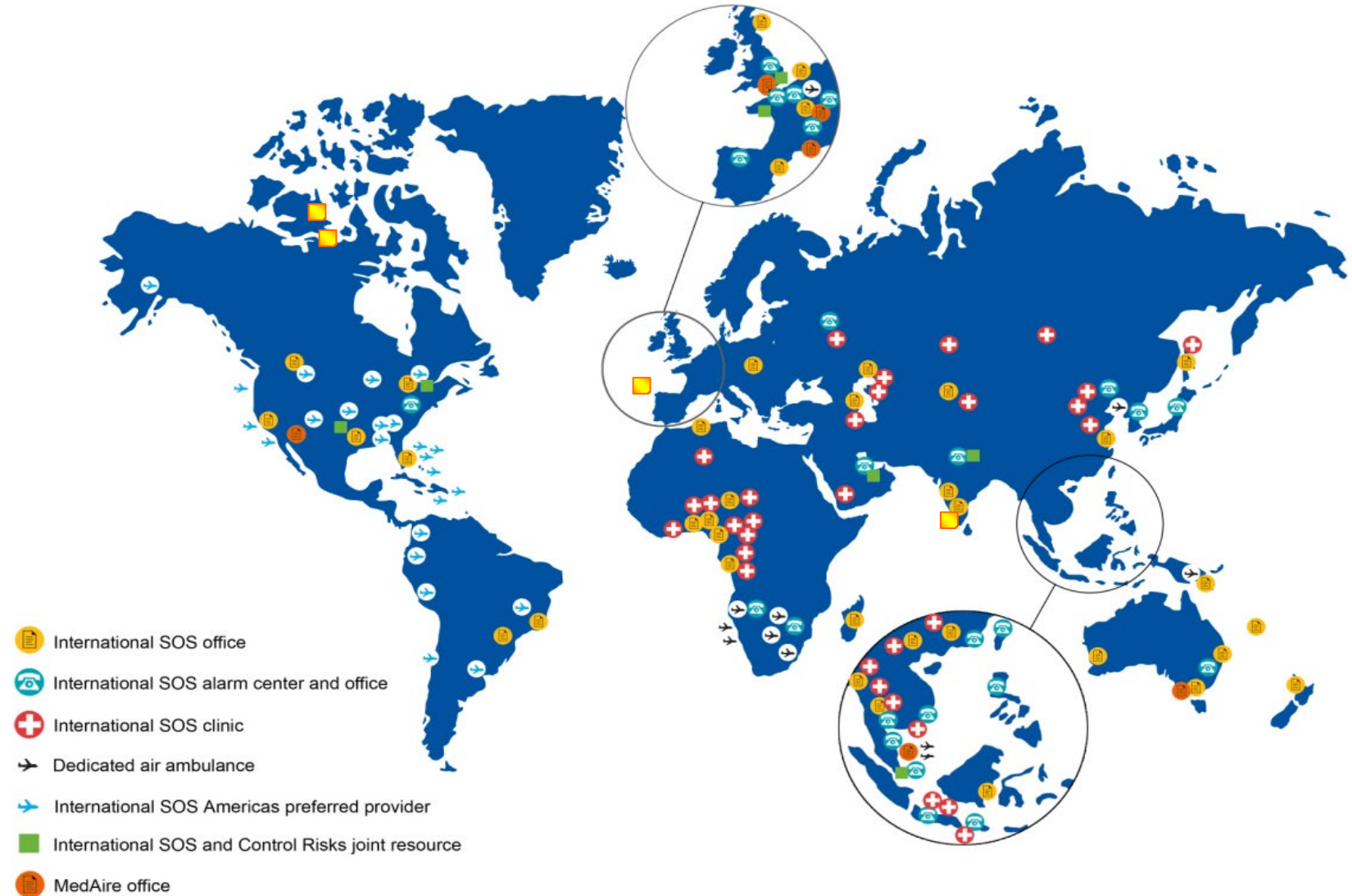
- Nick Peters, CEO, Americas Region, International SOS

ISOS Worldwide Expertise & Accessibility

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- **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 & Freeport-McMoRan

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- 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 Business Traveler Services

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



ISOS Business Traveler Services, cont'd

- 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 Remote Site Services

- 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 to Contact ISOS

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

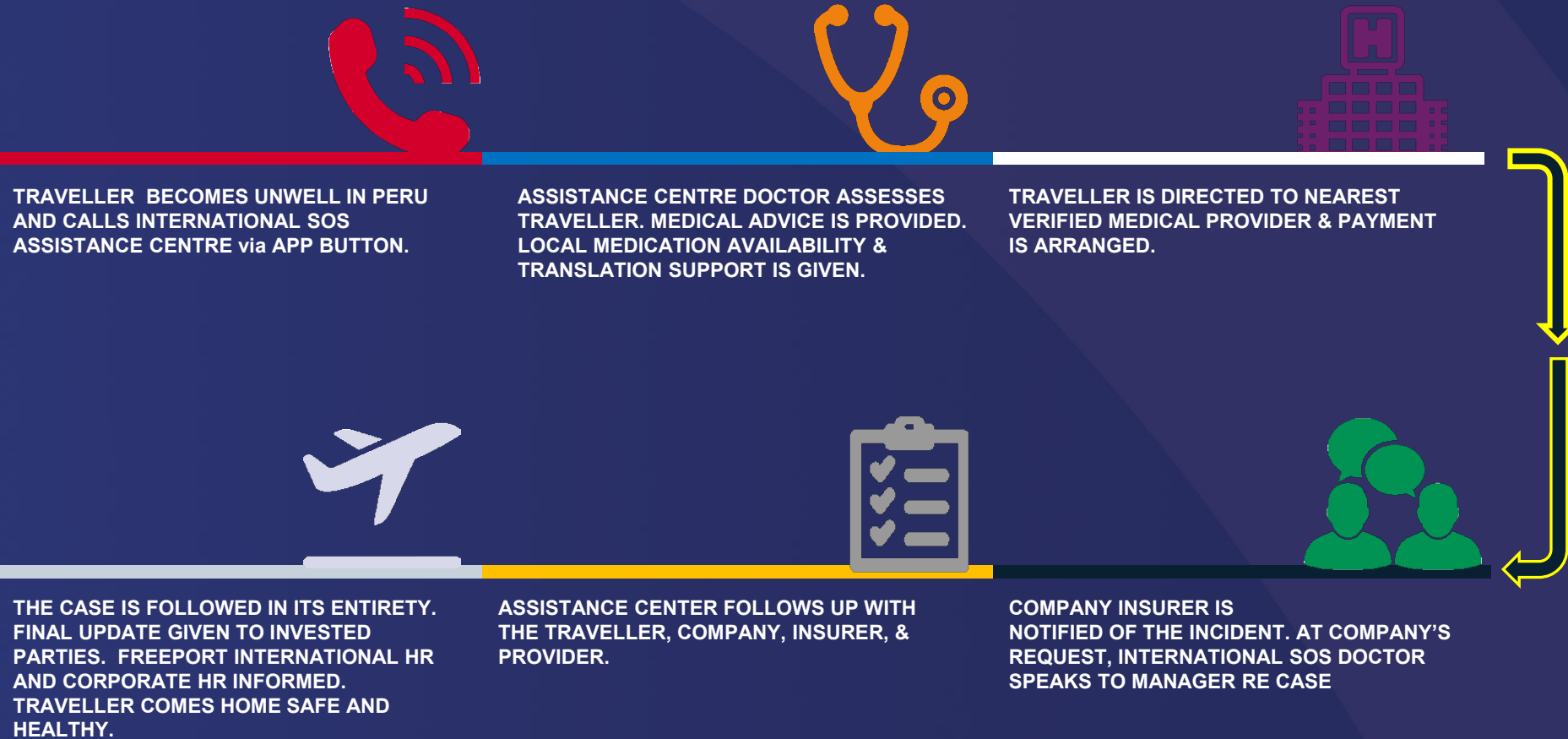
we provide all necessary emergency services, including:

- 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

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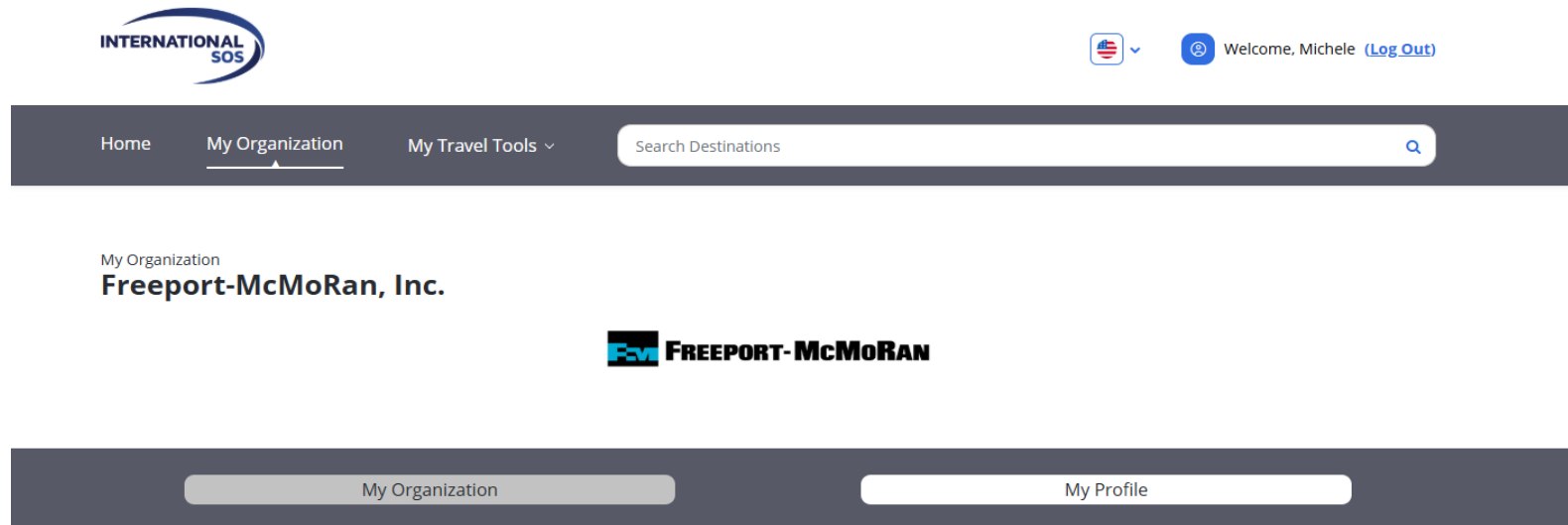


ISOS Online Portal



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



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 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](#).





ISOS Online Portal

This is a newly updated link with SSO enabled. Due to the refresh, users will need to register or re-enter credentials on first use only. Password recovery is available during login. Future access will use SSO automatically.

TIP – Clear your browser cache prior to logging in or resetting your password to avoid an error

Download your Freeport-McMoRan Membership ID Card from the portal for quick access to contacts.

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.



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Questions

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