



Ingredion

International Travel: the ISOS
Program & Useful Other
Guidance
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Colin P. Winnie
Director, Corporate Safety & Health
Systems

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- International SOS (ISOS) – what it is and how it works
- Useful Guidance - before you travel
- Useful Guidance – once you arrive at your destination
- Summary of the ISOS Program
- Ongoing questions & support

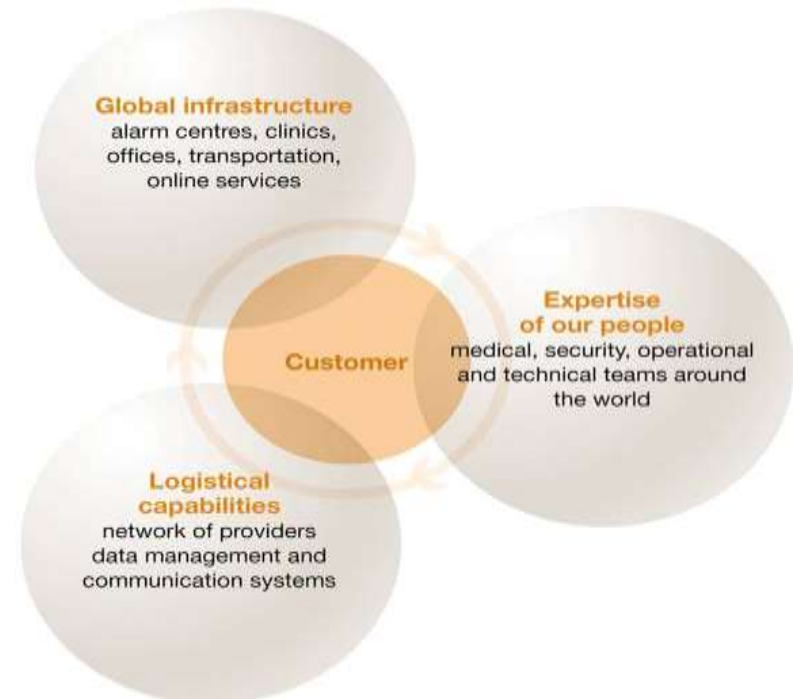
The International SOS (iSOS) Program

- When you are away from home and in unfamiliar surroundings, there are just some events you can't predict. You may become ill, lose your passport, find yourself in a risky situation or simply need instant, reliable and impartial advice. Whatever your problem, wherever you are, International iSOS is there to help
- Ingredion has partnered with iSOS on this complimentary service to support your international travel. You have access to powerful resources through iSOS for medical, security, travel and emergency assistance. International SOS will guarantee up-front costs for immediate medical care and work with Ingredion and insurance providers on fees and expenses
- Think iSOS before, during and in emergency situations while traveling abroad!

Who is International SOS?

International SOS is the world’s leading international healthcare, medical assistance, and security services company

- Worldwide network of 27 assistance centers, 33 clinics and a fleet of air ambulances
- Over 10,000 employees, 1,100 are physicians and 200 security specialists, operating in more than 70 countries
- Established global network of over 73,000 credentialed medical, legal and security providers



“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

Membership Provides



Reassurance

- One call will immediately start resolution to your situation – whether an emergency or routine advice

Quality Medical Care

- Confidential medical advice from experienced, Western-trained doctors
- Providers are credentialed by our medical staff to ensure quality treatment

Peace of Mind

- An experienced, culturally knowledgeable partner who operates in over 70 countries is there to help you

Convenient Access

- 24/7 coverage, 365 days per year offering expert advice in 90 languages and dialects.
- Comprehensive, up-to-date members-only website to keep you informed

Stay Healthy, Safe and Secure

Use your membership when you are outside your home country if you have:

- Medical Question or Concern ➤ “I’m ill, should I see a doctor? Where should I go?”
- Medical Emergency ➤ “I’ve had a heart attack!”
- Safety Concern ➤ “Is it safe to venture outside my hotel for coffee?”
- Security Emergency ➤ “There are rioters outside my hotel!”
- Travel Assistance ➤ “I’ve been pick-pocketed.”

When you need help, International SOS is there for you.

How to Reach International SOS

Call us anytime, anywhere at any of our assistance centers around the world

Visit our Website:

www.internationalsos.com

Member Tips:

- Always carry your membership card in your wallet
- You can call us collect, if necessary
- Add International SOS to your mobile phone contact list along with your membership number



Welcome.
You're now a member of International SOS.

Rest assured. You now have your very own personal, medical, and safety assistance advisor for emergencies, as well as routine advice when outside your home country.

Reach out to International SOS if you need a routine referral, lose your passport, or have a medical crisis. International SOS is here to help and ensure you get what you need anytime, anywhere. That's what we do best.

Keep this card handy as you travel, live, and work. It contains your membership number and phone numbers to access International SOS 24/7/365.

Visit www.internationalsos.com, enter your membership number, and discover all that International SOS can do for you.

Worldwide reach
Human touch

ABC Company
11BXXXXXXXXX
Corporate Comprehensive Membership



When you need help, we'll be here for you.

ON CALL, ONLINE AND ON THE GROUND, 24/7/365.

For more than 20 years, we've been helping our members stay healthy, safe, and insured. Our expertise and 11,000+ centers with 37 Admin Centers, 26 clinics, and a fleet of air ambulances. The medical and security expertise of our multilingual staff ensure you'll receive best assistance and care.

When do I use this membership?
Before you leave, prepare yourself:

- Access accurate, real-time information on www.internationalsos.com
- Use country guides, online reports, and sign up for health and safety email alerts
- Call us from Center for pre-travel information (e.g., vaccination, required medications)

While abroad, stay healthy and contact us when you:

- Suffer health and safety advice
- Need to travel with an experienced, Western-trained doctor
- Need a local doctor or other provider (recommended by our medical staff)
- Require supplies of medications or equipment
- Need travel advice on lost of travel documents or legal assistance

In an emergency, call us right away to:

- Arrange medical transportation or care
- Coordinate medical bills, when approved
- Monitor your condition while abroad
- Obtain you to a center of medical excellence if your care is inadequate
- Provide help for your safety at sea
- Contact your family

Your membership enables you to access a powerful network for worldwide medical, security, travel, and emergency assistance. **Take advantage of it!**

- Medical, Security, and Travel Advice
- Medical Care and Evacuation
- Worldwide Network of Providers

If you need Medical or Security Advice or Assistance, call us 24 hours a day, 7 days a week (call collect where available).

Philadelphia +1.215.942.8226
London +44.20.8762.8008
Singapore +65.6338.7800
www.internationalsos.com

International SOS Membership App

Call us anytime, anywhere at any of our assistance centres around the world using the Membership App

One-click dialing to the **nearest International SOS assistance center for whenever they need help or advice** from International SOS' and Control Risks' teams of security and medical expert

View up-to-date **medical and security alerts** about your location

That way, you always know what's going on around the world and can quickly change plans if needed

Receive **essential medical and security** advice and information about your destination from an **authoritative source**



Prepare Yourself Before Traveling

- Access accurate, real-time information
 - Go to: www.internationalsos.com
 - Click on: **members login**
 - Enter member ID #: **11BMMS000142**
 - Select Resource
 - Country guides
 - Online reports
 - E-mail alerts
- Call an assistance center for pre-travel information



Remember:
An ounce of prevention is worth a pound of cure

Stay Healthy, Safe, and Secure While Abroad

- Contact us, when you:
 - Seek health and safety advice – at any time
 - Need a referral or help with doctor or hospital appointments
 - Require supplies of medication or equipment
 - Need travel advice

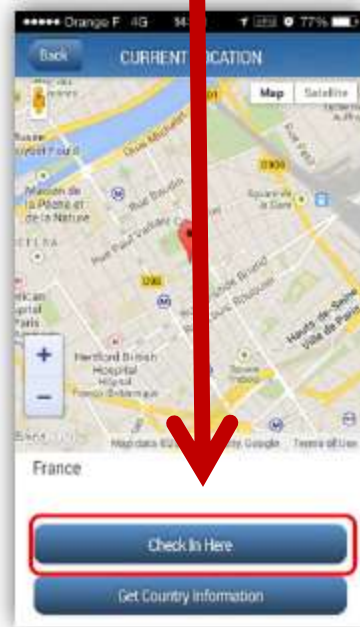


Check-In to Share Your Location

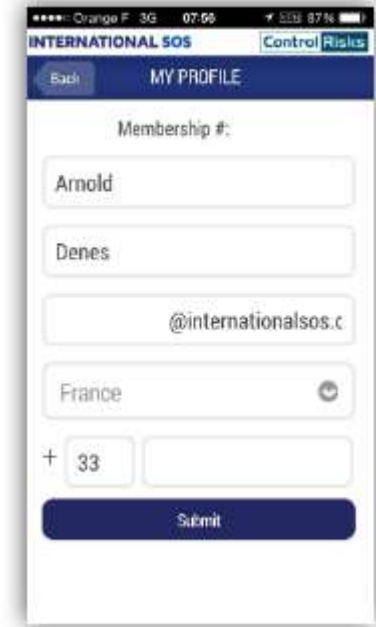
1. Click on the Check-In Icon



2. Then click on the Check-In Now.



3. When using the function for the first time, you will be requested to enter your contact details



Helping You In An Emergency

- If the “unthinkable” happens, call us to:
 - Arrange an ambulance
 - Pay medical fees when approved
 - Monitor your condition and advise
 - Evacuate you to a center of medical excellence
 - Evacuate you to a safe area
 - Help with your family
 - Deal with a fatality



Useful Guidance – Before You Travel

- If travel is to be to a location considered “High Risk”, approval must first be obtained from the traveler’s senior regional executive (such as the General Manager of the Business) in consultation with the regional EHSS Manager
- Review the ISOS pre-trip advisory notes if travel is international
- Obtain appropriate vaccinations if needed
- Review ISOS recommended travel personal security actions to be taken for the destination
- Verify it is OK to travel to the destination with the local General Manager (or equivalent Business Manager) and Regional EHSS Manager (ref. High Risk countries)
- Get in touch with local contact for intended destination and review the “Do’s and Don’ts” of travel there – what foods it is OK to eat, is the water OK to drink, etc.

Useful Guidance – Before You Travel (Contd.)

- Make sure your Concur travel profile is up to date and accurate (especially your email address and cell phone number)
- If a rental car is to be used, first contact the destination Regional EHSS Manager and verify it is OK for them to do this
- Verify they have the ISOS card with them and are familiar with it
- Go through a short refresher training session with the relevant local EHSS Manager on the Ingredion SEC I Standard, Travel Safety Implementation Guide, and the ISOS training slide deck if it has been some time since the traveler last reviewed these
- Verify with destination contact person how the traveler shall be met at the airport and transported to/ from their hotel and place of business
- Have the contact number of the local contact and/or Regional EHSS Manager on the traveler's phone

Useful Guidance – Upon Your Arrival

- Upon switching on their phone, hit the “locator” icon on their ISOS travel app
- Make contact with the local point-person and/or transportation driver
- Do not wear flashy jewelry
- Do not use local taxis or basic Uber (or equivalent) services: Uber Black (or equivalent is OK to use)
- Be familiar with the Ingredion Travel Policy and how to apply it

Useful Guidance – Upon Your Arrival (Contd.)

- Always put luggage, including laptop bags etc., in the trunk of the vehicle being traveled in (do not keep these on the lap or in plain site within the vehicle)
- Do not walk alone on unfamiliar streets/ locations without first confirming with the local contact on potential dangers/ hazards
- Attempt to wear clothing that blends in with the locals
- Keep the ISOS card with you at all times

ISOS Program Summary

- **Before you leave:**

- Carry your membership card with you on international travels. It contains your membership number for faster service verification. Log into www.internationalsos.com to print the card. (membership #: I IBMMS000142 to log in. Printable card to the right of the screen.)
- Access accurate, real-time information for country guidelines, online medical & security reports, and sign up for health & safety alerts
- Call an assistance center for pre-travel info. (i.e., vaccination, required medication & travel security concerns)
- Book all of your travel arrangements (flights, hotels, rental cars etc.) through the Company on-line travel systems (such as Concur/ Radius)

ISOS Travel Alert E-Mails

INTERNATIONAL SOS
Control Risks

Argentina: Buenos Aires: Avoid planned union-led march on 27 June as precaution

OVERVIEW

! **Level:** Notice
📍 **Location:** Buenos Aires - Argentina
📁 **Category:** Protest
✓ **Active:** 24 Jun 2017 - 28 Jun 2017
📅 **Event Date:** 27 Jun 2017

Last Updated: 24 Jun 2017 19:37 (GMT)

EXPOSURE IN AFFECTED LOCATIONS

Location	There Now	There in next 24 hours	There in next 1-7 days	There while the alert is active
Buenos Aires	2	2	1	3
TOTAL	2	2	1	3

EXPOSURE IN COUNTRIES WHERE CITIES ARE AFFECTED

Location	There Now	There in next 24 hours	There in next 1-7 days	There while the alert is active
Argentina (Low Risk)	2	2	1	3


[Click here](#) for a list of effected travellers. The list may differ from the above counts because of itinerary updates.
 Log in to [TravelTracker](#) to view the latest information.

Members in the capital Buenos Aires on 27 June should avoid a planned march by the CTEP union as a precaution. Activists intend to gather at 11.00 (local time) at the [Obelisco](#) and march to the [Ministerio de Trabajo](#).

WHAT WE ADVISED YOUR TRAVELLERS

- Avoid the planned gathering as a routine precaution.
- Allow additional time for journeys if travel along the route of the march is necessary. Liaise with local contacts to reconfirm the status of routes prior to setting out.
- Monitor our alerts on Argentina for further updates.

ASSISTANCE



+1 215 942 8226
Philadelphia, USA

+33 155 633 155
Paris, France

+44 208 762 8008
London, UK

+65 6338 7800
Singapore

+971 4601 8777
Dubai, UAE

Call our medical and travel security specialists any time for advice and assistance before, during or after your trip. All 24-hour Assistance Centre phone numbers can be viewed [here](#).

ISOS Pre-Trip Advisory Information



Pre-trip Advisory

Dear [REDACTED]

Ingredion Incorporated is committed to the wellbeing of our employees, which extends to those traveling internationally for business.

It is important that you read the following pre-trip advisory from International SOS which contains security and medical information relevant to your travel. Additionally, this advisory contains business and cultural information to assist you during your time at your destination.

It is also important to be aware that security and medical alerts can change on a daily basis. You should review updated information if your departure is not immediate, and periodically during your stay using the [International SOS portal website](#) or by using the cell phone application referenced below.

International SOS provides special knowledge and assistance regarding security, medical or personal issues such as lost passport or prescriptions. Whether you have questions about the information on this advisory, become seriously ill abroad, are threatened by natural disaster or civil unrest, or need assistance due to a lost or stolen wallet, call any 24 hour assistance center around the world to speak with a doctor, security specialist or coordinator.

The International SOS cell phone application is a convenient way to get security and medical updates during your trip or for calling International SOS if you need assistance. The International SOS phone application has been loaded on all company issued phones. You can download it on your personal phone using the link below. In either case check before you travel to set your country preferences and verify it is working correctly.

Remember to carry our International SOS card so you will always have the phone

number and our company ID number with you when traveling. The card can be printed using the link below.

 **Call for Assistance**

Philadelphia
+1 215 942 8226

London
+44 (0)20 8762 8008

Singapore
+65 6338 7800

 **Membership Card**

Printable Version
Ingredion Incorporated
Comprehensive Access
11BMMS000142



 **Download the App**

Destination at a Glance

 Destination: **Canada**

 **LOW MEDICAL RISK**

 **LOW TRAVEL RISK**

	MEDICAL CARE	Excellent Appropriate standard throughout. (Read more...)
	FOOD AND WATER	Safe Tap water safe to drink. Low risk from food. (Read more...)
	VACCINATIONS	Routine only Ensure all routine vaccinations are up-to-date. (Read more...)
	DISEASE RISK	Low risk Low risk of contracting infectious diseases. (Read more...)
	MALARIA	None (Read more...)
	RABIES	Risk from domestic and wild animals including bats If scratched or bitten by an animal, seek medical advice.



ISOS Program Travel Alert Levels

Travel Alerts – 4 Levels:

1 NOTICE: Increased risk of the health threat

ACTION: reinforce existing preventive measures

2 ADVISORY: Increased or escalating risk of the health threat (greater severity, distribution and/or additional actions)

ACTIONS: reinforce existing and/or introduce enhanced preventive measures

3 SPECIAL ADVISORY: New unknown and/or escalating significant health risk with potential widespread impact on the community

ACTIONS: immediate attention and preparation for travel disruption.

4 EVACUATION NOTIFICATION: Significant health threat with potential widespread impact on the community

ACTIONS: defer non-essential travel

ISOS Program Summary (Contd.)

While abroad:

- Contact iSOS for health, safety & security advice
- Contact iSOS for medical specialist referrals or medical supplies or equipment
- Contact iSOS on advice on loss of travel documents (passport) or legal assistance

ISOS Program Summary (Contd.)

- **For emergencies:**

- iSOS will assist with arranging transportation, monitor your condition, evacuate you to a center of excellence and contact your family if need be.

- **Contact International SOS:**

- Philadelphia +1.215.942.8226
- London +44.20.8762.8008
- Paris +33.155.633.155
- Singapore +65.6338.7800
- www.internationalsos.com
- <http://app.internationalsos.com> (Smartphone mobile app)

- **Contact Ingredion Corporate EHSS:**

Colin Winnie (colin.winnie@ingredion.com)
Office: +1.317.656.2230
Cell: +1.317.407.6134

International Travel Insurance/ Medical Benefits

- For out of country travel, Ingredion Supplemental benefit medical coverage extends to cover essential medical services required by employees
 - It is best to verify this with your local regional HR department prior to travel
- Employees who need to seek the services of a physician for an illness/ sickness when travelling outside of their local country (on trips whose duration is 90 days or less) are covered under the Ingredion program benefits
- Example: a traveler who contracts Flu or food poisoning and who therefore needs to seek medical attention would have their customary expenses covered
- Any travelers who need to seek medical attention should also contact:
 - The local country point of contact (this point of contact should then contact the local HR department on their behalf)
 - The local country Regional EHSS Manager (see next slide)
 - Their home country HR department and/ or immediate Manager

International Travel Insurance/ Medical Benefits

- The Traveler's immediate manager and local country HR contact should then inform Westchester Benefits Department
- International SOS can help coordinate finding local healthcare centers as well as answer specific questions
 - Qualified Physicians are available on a 24hr. Basis for consultation and advice
- Key Contacts:
 - NA Regional EHSS Manager: Tom Furdek
 - SA Regional EHSS Manager: Joao Zavarize
 - EMEA Regional EHSS Manager: Kai Zelle
 - Pakistan EHSS Manager: Muhammad Zahir Khan
 - APAC Regional EHSS Manager: Makaporn Petkhiaw
 - Westchester Benefits Manager: Denise Plankis

Questions?

Contact Colin Winnie at:

colin.winnie@ingredion.com

Director, Corporate Safety & Health Systems

Corporate Standards & Protocols:

- ING-EHSS-STD-SEC02 Travel Safety & Security
- ING-EHSS-GDL-SEC02.01 Travel Safety Implementation Guideline



Bon
Voyage!

Ingredion