

International SOS

Ocean Spray partners with International SOS (ISOS) to provide access to 24/7 worldwide medical, security, travel and emergency assistance which can be accessed worldwide directly by you with a simple phone call (see brochure below for the location number nearest you – and please put that ISOS number into your cell phone).

As part of our partnership, ISOS now offers a new service that will notify us about your safety status when a major incident, such as a natural disaster, medical threat or terrorist attack occurs in a location where you have travelled for business.

For U.S. based colleagues, your itinerary information will flow directly from Concur to ISOS. For colleagues based in other countries and who do not use Concur, your itinerary should always be emailed to OceanSprayTravel@itinerary.internationalsos.com. That way, ISOS knows where you are per your itinerary and can contact you in an emergency.

Whenever International SOS issues a Special Advisory for an incident, you will receive the following communication attempts from International SOS:

- **Email** – This will contain a brief highlight of the incident, and will contain links for you to submit a response.
 - **Please only use the links to reply**, and do not reply directly to the sender, to ensure your response is received.
- **SMS/Text** – If a response to the email is not received, an SMS/text message will follow.
 - The **SMS/text messages may come from a short-code number** that you may not recognize. Please do not ignore these text messages and make sure you read them and respond, if you haven't done so.
- **Phone Call** – If a response to the SMS/text is not received, a text-to-speech automated phone call will follow.
 - The phone call will come **from 215-354-3803**. Please add this number to your **contacts** in your phone and label it as ***"International SOS Incident Notification"***.

These messages will look like the below examples. In order to receive these messages and help us support in a difficult situation, please make sure to provide your updated contact information (preferred email and mobile phone number) when booking your trip.

Your reply to any one of these communications will help our organization determine whether you are impacted by the incident or not, so that we can provide you with the appropriate support.

We wish you very safe and pleasant travels, and remain committed in our duty of care to you.

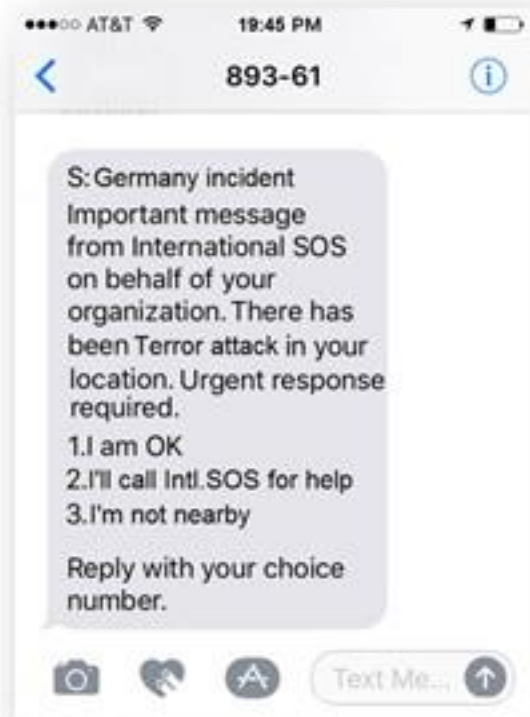
Special Advisory message examples:

From: ABC Company [<mailto:noreply@everbridge.net>]
Sent: Monday, December 19, 2016 19:44 PM
To: Sinem GUVEN
Subject: Germany incident

Click on a link to respond

Important message from International SOS on behalf of your organization. There has been Terror attack in your location. Urgent response required.

1. [I'm OK](#)
2. [I'll call Intl.SOS for help](#)
3. [I'm not nearby](#)



WELCOME

INTERNATIONAL
SOS

TO YOUR MEDICAL AND TRAVEL SECURITY ASSISTANCE SERVICE

PROTECTING YOU IS OUR PRIORITY

When you are away from home and in unfamiliar or remote locations, there are some events that you cannot predict. If you feel unwell, unsafe or have lost something important to you, simply contact us. Your membership gives you access to 24/7 worldwide medical, security, travel and emergency assistance. Rest assured, we will do everything possible to make your trip memorable for all the right reasons.

YOU ARE IN SAFE HANDS

Contact our multilingual nurses, doctors, logistics and travel security experts whatever your problem, wherever you are. Our advice is unlimited and it is free to call and speak to us. Collect calls are accepted.

NOW THAT YOU HAVE YOUR MEMBERSHIP CARD, KEEP IT SAFE AND WITH YOU AT ALL TIMES.

1 LOG ON

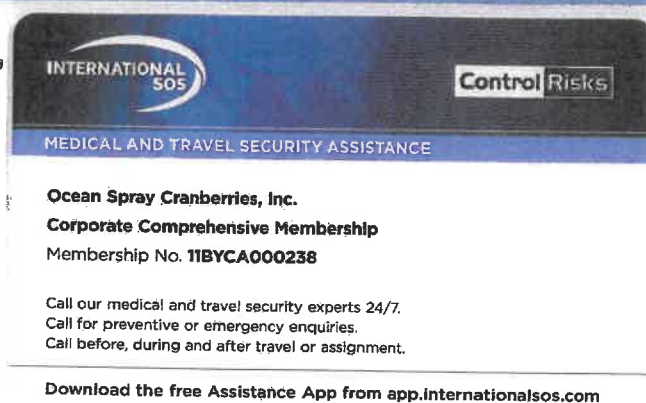
to internationalsos.com/members to sign up for health and security email alerts using your membership number or:

2 DOWNLOAD

the free Assistance App* from app.internationalsos.com to contact us and help you make more informed travel decisions based on our online medical and security reports and country travel risk guides.



*available on Android®, BlackBerry®, Windows® & iPhone®.



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

BALI	BANGKOK	BEIJING
+62 361 710 505	+66 2 205 7777	+86 10 6462 9100
DUBAI	FRANKFURT	GENEVA
+971 4 601 8777	+49 6102 3588 100	+41 22 785 6464
HANOI	HO CHI MINH CITY	HONG KONG
+84 4 3934 0666	+84 8 3829 8520	+852 2528 9900
JAKARTA	JOHANNESBURG	KUALA LUMPUR
+62 21 750 6001	+27 11 541 1300	+603 2787 3126
LONDON	MADRID	MANILA
+44 20 8762 8008	+34 91 572 4363	+63 2 6870909
MOSCOW	MUMBAI	PARIS
+7 495 9376477	+91 22 42838383	+33 155 633 155
PHILADELPHIA	SEOUL	SINGAPORE
+1 215 942 8226	+82 2 3140 1700	+65 6338 7800
SYDNEY	TAIPEI	TOKYO
+61 2 9372 2468	+886 2 2523 2220	+81 3 3560 7183

WORLDWIDE REACH. HUMAN TOUCH.

Internationalsos.com/members

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HUMAN TOUCH.

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FROM FRANKFURT TO HO CHI MINH CITY, WHEREVER YOU ARE, WE ARE THERE TOO.



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 pre-travel 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, contact us for all medical and travel security enquiries, be they of a routine or emergency 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.

A GLOBAL INFRASTRUCTURE YOU CAN DEPEND ON:



27 ASSISTANCE CENTRES

With our local experts available globally, you can speak to us in any language, anytime 24/7.



5,200 MEDICAL PROFESSIONALS

Immediate access to experts with extensive experience in all fields of medicine coupled with a thorough knowledge of the local environment and healthcare system.



200 SECURITY SPECIALISTS

24/7 access to travel security reporting, analysis and expert advice from our security consultants, analysts and tracking experts around the world.



53 CLINICS

An integrated network of 53 International SOS managed clinics around the world, practising international standards of medicine – mostly in emerging countries.



79,000 ACCREDITED PROVIDERS

A network of accredited healthcare, aviation and security providers ensuring we provide you with the best logistics in the air, on the ground and at sea.

**WORLDWIDE REACH.
HUMAN TOUCH.**

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