

Information Travel Risk Management



1. Overview

Constantia Flexibles Group is increasing its global footprint step by step. This also leads to a higher amount of international travel and we have to re-think how we approach certain risks. Health and safety while traveling are two topics we have to consider.

The Management Board of the Group has therefore decided to establish a 24h emergency service for health and safety issues for international travelers of the Group. This emergency service is available for all employees of Constantia Flexibles Group entities worldwide 24h 365 days a year.

In addition the Management Board wants to increase the awareness of all employees for necessary measures and appropriate behavior when travelling abroad.

Outlined in the following is further information on the 24h emergency service as well as general information for international travel. In closing the Management Board wants to give an outlook on the development of a Crisis Response Management on Group level.

2. 24h emergency service – International SOS

Constantia Flexibles has engaged International SOS (<http://www.internationalsos.com>) to provide all of its employees with a 24h international emergency number for help and advice for medical and security issues before travel, while abroad or in case of emergency. International SOS is a leading provider of medical, security and logistical expertise to help safeguard international travelers, expatriates and global workforce.

If you need medical or security advice or assistance, call International SOS 24 hours a day, 7 days a week

- **Frankfurt +49 6102 3588 100**
- **Philadelphia +1 215 942 8226**
- **Singapore +65 6338 7800**
- **London +44 20 8762 8008**

When you call, you will be asked to identify yourself as an employee of Constantia Flexibles. To do so, please note our Membership Number **50AYCA083009**. In addition you will be asked for which Group entity you are working for and who your Managing Director is.

International SOS network of assistance centers can provide case management in more than 90 languages and dialects. If your call relates to a medical or security emergency, International SOS will not only help you immediately but also inform the Group of your emergency (please see below for further information on the development of a Constantia Flexibles Group Crisis Response Management).

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Additional International SOS assistance centers as well as further information can be found at <http://www.internationalsos.com> in the membership area. Just use the above mentioned Membership number to log-in.

Please save the number of one of the assistance centers in your cell phone and note the membership number to have it on hand when needed. For Android Smartphones, Blackberries and iPhones it is also possible to install the International SOS App which provides you access to International SOS online services.

A couple of membership cards have been ordered to distribute them throughout the Group in the next couple of weeks. The local distribution will be done by HR responsible personnel.

3. How to use International SOS

International SOS is a service provider to assist you with expert advice for medical and safety questions. You may use the service:

- **Before you travel** outside your home country prepare yourself by logging onto the International SOS website where you can sign up for medical and security email alerts or review country-specific reports that will make you an informed traveler
- **While you are abroad**, let International SOS help you locate a qualified health care provider, to receive a prescription or simply answer any general medical and security concern you may have
- **In an emergency**, International SOS can ensure you get immediate care whether it requires evacuating you to a center of medical excellence or closely monitoring your condition with local doctors. Or if you need immediate help in a security emergency such as getting local legal and safety advice or assistance for lost documents

For a detailed description of the services of our membership at International SOS, please see the membership guide following the main part of this information.

As mentioned above, International SOS offers an App for Android, Blackberries and iPhones. If you are interested to use the application, please read the information at the end of this document. Please note that Blackberry users have to contact the IT shared service center to install the App.



4. General travel advices and travel security e-learning

All international travel poses risks for which travelers should prepare. Travel to particular places requires precautions, and employees should prepare their travel in due care. For some countries or particular areas of countries, travel warnings are issued by Governments or specialized service agencies such as Control Risks, a service partner of International SOS. Travel Warnings are issued when long-term, protracted conditions make a country dangerous or unstable. In some cases governmental authorities or agencies recommend travelers to avoid travelling to a country or to consider the risk of travel.

Management requires all Constantia Flexibles employees to check, read and consider travel security information on a regular basis and to prepare for each travel. Detailed medical and security information can be found at the membership area of International SOS (<http://www.internationalsos.com>). Please use Constantia Flexibles membership number to log-in. Consider setting up email alerts at the International SOS website for medical and security information for countries that you are going to visit. Please feel free to also contact International SOS via phone to discuss your travel plans upfront.

Prior to travelling to a country with a higher security risk, please make sure that colleagues in your office / plant are aware of your travel schedule and the contact details of the persons you are going to visit. Your contact person in the country should also be aware of your travel plan and should have the contact details of your home office / plant.

When starting your trip, please make sure that you have read the latest security information and that you are carrying the emergency phone number with you. Please also make sure that your travel arrangements follow the general guidance given below. Further please also consider contacting International SOS to discuss your travel plans in case you are unsure about the medical or security situation:

- Travel overland - if required - in higher risk countries should always only be done during daylight hours. Isolated roads should be avoided at all times
- Car doors should be locked at all times and the windows shut, especially at traffic lights
- Travel by car should be pre-organized with a driver / taxi company who is known to your local contact persons in the country
- Trusted contacts should be aware of your travel plans all the time; this also covers when you are traveling from the hotel to a production site / office or a customer
- Vigilance should be remained whenever traveling and awareness should be taken of your surroundings at all times. Prior to leaving the hotel on your own please always consult the hotel staff and / or discuss the security situation with trusted contacts (e.g. experts of International SOS)
- Be aware of the risks of travelling to certain areas in the specific country. Security considerations should always be factored into your travel plans



- In case of a security issue, victims should try to stay calm and do nothing which could be interpreted as an aggressive reaction by the assaulter

As part of our membership at International SOS, the Management Board has decided to sign-up for travel security e-learning. Travel security e-learning will be rolled-out in the up-coming months. Group Management will work with the local Managing Directors on a list of personnel required to pass the travel security e-learning. If you are interested in taking part of travel security e-learning please contact your local Managing Director.

5. Outlook Crisis Response Management Constantia Flexibles Group

To further develop and institutionalize an effective Crisis Response Management beyond travel risks, the Management Board has decided to install a Crisis Response Team on Group level. The Crisis Response Team will work on further developing the Group-wide process to ensure a quick and coordinated response to a crisis.

A crisis is any event that is, or expected to lead to, an unstable and dangerous situation affecting an individual, a plant, an entity, or the entire Group.

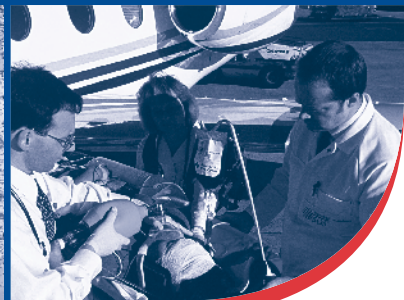
Members of the Group Crisis Response Team are:

- Head of Group Human Resources
- Head of Plant Coordination II
- Head of Group Tax & Legal
- Head of Group Internal Audit
- Head of Risk Management

The Group Crisis Response Team coordinator will be the Head of Group Internal Audit and the Head of Group Human Resources as proxy. Depending on the type of crisis, the Crisis Response Team will include further Group Functions such as Group IT, Group Communication or Group Procurement in the crisis response and management.

In the event of a health or security emergency, as mentioned above, members of the Crisis Response Team will be informed of your emergency.

Further information of the Crisis Response Management will be given in the near future.



Members' guide to services





Welcome to International SOS

As an International SOS member you have access to 24-hour expert advice and assistance – whether you want to get vaccination advice before travelling get a medical referral when you are abroad or receive immediate assistance in a medical emergency.

Whether you are a seasoned traveller or a first time jet-setter, travelling on business or taking up an expatriate posting, concern for your personal health and safety is only natural – particularly in developing countries.

At the core of our service is a comprehensive, 'members only' website and alarm centres around the world, staffed by multilingual professionals. With own International SOS wholly-owned clinics and a dedicated fleet of air ambulances, members are assured of the very best routine or emergency medical assistance.



Be prepared before you travel

Log on to www.internationalsos.com

Members can access this comprehensive and up-to-date site providing essential information on almost every country in the world. Simply log on using your member account number to find out about:

- Medical alerts
- Hygiene: quality of food and water
- Vaccination requirements
- Culture, customs and currency
- Passport and visa requirements
- Weather and what clothes to take
- Quality of local health care facilities
- Advice on prevalent diseases
- Personal safety advice
- Information on local transportation specifics

And of course you can always call your nearest alarm centre, staffed by multilingual professionals including doctors and nurses.



Stay healthy while abroad

Seek medical advice – at any time

If you have any medical concerns, minor or serious, your first contact should be International SOS.

Our medical staff will offer advice, and if necessary, direct you to a local healthcare provider for treatment.

Let us help you with your doctor or hospital appointments

We can help you to arrange an appointment at the nearest approved medical centre. In some countries you can receive care at International SOS clinics.

Each clinic offers primary care, diagnostic care and 24/7 emergency care. Doctors are available to provide all types of treatments, ranging from simple vaccinations to emergency heart attack treatment. Specialist care is also available in many fields, including gynecology, pediatrics and ophthalmology.



Get supplies of medication and equipment

If you have lost or run out of medication, first aid equipment or other supplies, we can help you replace it.*

Depending on the situation, we can send fresh supplies, get you a prescription from your doctor at home or, if required, arrange a prescription from a local physician.

Let us assist you with your travel plans

If you change your plans, we can advise you on how to extend your visa or get further vaccinations.

International SOS can also refer you to a lawyer or interpreter, help to replace lost tickets and, if your company authorizes, we can also provide emergency cash advances.

* In accordance with local and international regulations.



Helping you in an emergency

Arranging an ambulance

From the moment we are informed, we can make all the necessary travel arrangements to bring you to the nearest appropriate hospital or clinic.

Paying medical fees

To ensure you receive immediate treatment, we can arrange a guarantee of payment in coordination with your company for medical fees and expenses.

Monitoring your condition

Whether you are receiving emergency treatment or routine therapy, International SOS' doctors will monitor your condition to ensure that you get the best possible care and attention.



Evacuating you to a centre of medical excellence

If you require treatment that cannot be provided adequately at a local facility, we will evacuate you to the nearest centre of medical excellence. Using the most appropriate transport – by air, land or sea – our doctors and medical escort teams will ensure you are well cared for.

Under certain conditions, we may also arrange for your repatriation to your home country.

Helping your family

If you are in the hospital, we can arrange for you to be joined by a relative or friend. Also, should your children be left on their own as a result of your suffering from an accident or illness, we can coordinate their travel to a chosen destination.

Dealing with a fatality

Your family can be reassured that in the event of your death, we will offer every possible assistance to transport your mortal remains back home.



Security and crisis assistance

Ensuring your safety – around the world

Members whose companies have subscribed to the International SOS security services, have access to a wide range of information and consultation regarding travel destinations worldwide.

On the International SOS website, you will find up-to-date, country-specific security information. You will also find practical tips on how to protect yourself as a traveller in a dangerous situation. Log on to the member security online service at any time to find out about the latest news and advice.

If you prefer a personal touch, our security specialists are available around the clock to provide you with advice and assistance on travel, domestic and personal security.

In an emergency, we will work with you to carry out contingency plans and, if necessary, evacuate your employees and their families swiftly and safely to the nearest international safe haven.

To support you further on your international assignment, International SOS and Control Risks combined their travel experience, infrastructure, and expertise in security assistance by forming a strategic alliance in 2008.

All services mentioned above are based on your company's internal security regulations and principles. If you are interested please contact your company for further information.



Giving you in-depth information and advice

Important security information and security consulting services include:

- Country Reports – in-depth reviews including the historical and current political situation, a current crime report, information on accommodation, internal travel, communication and local media
- Risk Ratings – based on the frequency and seriousness of violent crime, political, economic and social unrest, government stability and the potential for conflict or terrorist attack
- Travel Tips – practical advice on how to reduce risks while travelling
- Links – to useful international websites

Helping you assess immediate risks

Security online reports are just a click away on www.internationalsos.com or by contacting one of the International SOS security experts:

- Situation updates – alert you to situations where the security level has changed and the risk in certain countries or regions increases
- Special Advisories – highlight the increase of threat level and at the same time, will support you with recommendations to handle the situation
- Evacuation Notifications – will be communicated when our security experts signal that an evacuation is necessary. At this stage, it is recommended, that travel is postponed and family members or non-essential staff are relocated
- In this case International SOS will establish incident management teams and will organize and coordinate the evacuation.

Frequently asked questions

Is International SOS a medical insurance company?

No. We provide you with 24-hour medical assistance around the world and can direct you to our own clinics or alternatively to accredited health providers. We can also arrange ambulances and evacuations.

How can I access the International SOS clinics?

We offer our members access to the services available through the International SOS clinics. Please note the offered services vary from clinic to clinic and that specific conditions may apply at certain clinics.

Do I contact International SOS only for emergencies?

No. You can call International SOS at any time to ask for advice or up-to-date medical, travel or security information on your destination before you leave or while you are travelling.

Clinics overview

ALGERIA

Hassi Messaoud

Tel: +213 770 935 566

ANGOLA

Ilha da Luanda

Tel: +244 9270 34220

Luanda

Tel: +244 9270 34221

AZERBAIJAN

Baku

Tel: +994 12 4937 354

CAMBODIA

Phnom Penh

Tel: +855 12 816 911

CHAD

N'Djamena

Tel: +235 252 25 01

GREATER CHINA

Beijing

Tel: +86 10 6462 9112

Nanjing

Tel: +86 25 8480 2842

Shenkou

Tel: +86 755 2669 3667

Tianjin

Tel: +86 22 2352 0143

INDONESIA

Jakarta (1)

Tel: +62 21 750 5980

Jakarta (2)

Tel: +62 21 5794 8600

Kuta (Bali)

Tel: +62 361 720 100

KAZAKHSTAN

Almaty

Tel: +7 727 2581 911

Atyrau

Tel: +7 712 2586 911

MONGOLIA

Ulaanbaatar

Tel: +976 11 464 325

MYANMAR

Yangon

Tel: +95 1 667 879

NIGERIA

Lagos

Tel: +234 1 4613 608

Port Harcourt (1)

Tel: +234 84 465 400

Port Harcourt (2)

Tel: +234 84 463 890

Port Harcourt (3)

Tel: +234 803 408 5715

Warri

Tel: +234 802 290 6364

RUSSIA

Moscow

Tel: +7 495 937 5760

Yuzhno-Sakhalinsk

Tel: +7 4242 462 911

VIETNAM

Ho Chi Minh City

Tel: +84 83 829 8424

Hanoi

Tel: +84 43 934 0666

Vung Tau

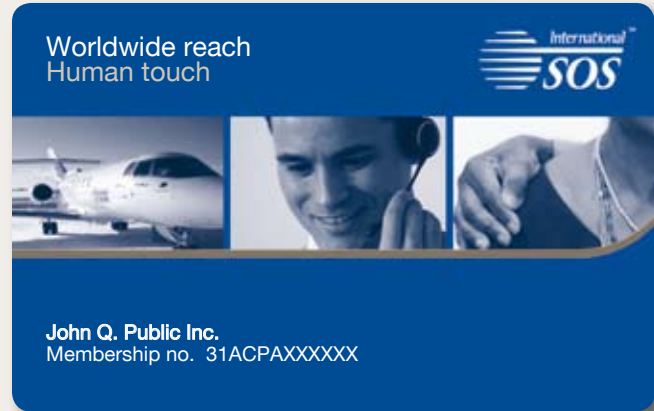
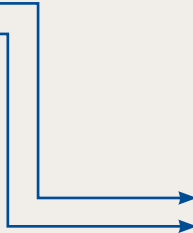
Tel: +84 643 858 776

How to contact us when you need help

Call us at any time at any of our alarm centres around the world.

Simply provide us with:

- Your name
- Your company name
- Your membership number
- The telephone number from which you are calling (or can be reached)



International SOS alarm centre

For 24/7 assistance please contact us at any alarm centre:

AUSTRALIA

Sydney
Tel: +61 2 9372 2468

CHINA

Beijing
Tel: +86 10 6462 9100
Hong Kong (SAR)
Tel: +852 2528 9900

CZECH REPUBLIC

Prague
Tel: +420 222 111 155

FRANCE

Paris
Tel: +33 155 633 155

GERMANY

Frankfurt
Tel: +49 6102 3588 100

INDIA

New Delhi
Tel: +91 11 4189 8800

INDONESIA

Jakarta
Tel: +62 21 750 6001
Kuta (Bali)
Tel: +62 361 710 505

JAPAN

Tokyo
Tel: +81 3 3560 7183

MALAYSIA

Kuala Lumpur
Tel: +603 2716 3033

NAMIBIA

Windhoek
Tel: +264 61 230 505

NEW ZEALAND

Auckland
Tel: +64 9 359 1635

PHILIPPINES

Manila
Tel: +63 2 687 0909

RUSSIA

Moscow
Tel: +7 495 937 6477

SINGAPORE

Singapore
Tel: +65 6338 7800

SOUTH AFRICA

Johannesburg
Tel: +27 11 541 1300

SOUTH KOREA

Seoul
Tel: +82 2 3140 1700

SPAIN

Madrid
Tel: +34 91 572 4363

SWITZERLAND

Geneva
Tel: +41 22 785 6464

TAIWAN

Taipei
Tel: +886 22523 2220

THAILAND

Bangkok
Tel: +66 2 205 7777

UNITED ARAB EMIRATES

Dubai
Tel: +971 4 601 8777

UNITED KINGDOM

London
Tel: +44 20 8762 8008

USA

Philadelphia
Tel: +1 215 942 8226

VIETNAM

Ho Chi Minh City
Tel: +84 83 829 8520

The International SOS Membership App for Android, BlackBerry and iPhone



Use the **International SOS Membership App** before and during your next trip for:

- easy access to your local alarm center in an emergency and for everyday advice
- expert medical, security and travel assistance
- the latest information on your destination



Download at <http://app.internationalsos.com>