

REPORTING FORM FOR OCCURRENCES OF DAMAGE AND STATES OF EMERGENCY

[1] Keep calm.

[2] Do not make any statements or comments towards persons from outside the company.

[3] Take notes regarding the following questions:

[a] What happened? When (date, time)? How? Where?

[b] What kind of damage happened? Who was harmed?

[c] Who has already been notified of the incidence?

[d] Who has already heard what about the incidence and when?

[e] Are there any witnesses (name, contact details)?

[f] Is anyone else already communicating about the incidence? What exactly and when (date, time)?

[g] Why did the incidence occur?

[h] Can you outline the course of the incidence?

[i] Could you have anticipated the incident? Was there any indication beforehand?

[4] Please report:

Contact your superior (insert phone number):

In case your superior is not available, contact:

press office, corporate communications (insert phone number):

or

management, executive board (insert phone number):

or

Gloria Mundi GmbH, crisis communication

+49 (0)69 - 23 80 79 - 210

Your contact details (insert name, phone number)
