



TRAVELLERS' MANUAL

SISTEMA

GESTÃO DE SEGURANÇA,
SAÚDE E AMBIENTE



1	 	CONTENTS	2
2	 	INTRODUCTION	3
3	 	BEFORE TRAVELLING	4
3.1		PLANNING A TRIP	4
4	 	DOCUMENTS	5
5	 	HEALTH	5
5.1		TRAVELLERS' APPOINTMENT	5
5.2		MEDICINES	6
5.3		MEDICAL ASSISTANCE ABROAD	6
5.4		JET LAG	6
5.5		TRAVEL SICKNESS	7
5.6		FLIGHT-RELATED ILLNESSES	7
5.7		DISEASES	9
5.8		RETURNING	9
6	 	BAGGAGE AND BASIC ACCESSORIES	9
7	 	SAFETY & SECURITY	10
7.1		BEHAVIOUR	10
7.2		ROAD SAFETY	10
7.3		IT SECURITY	10
8	 	VIOLENCE	11
9	 	EATING	12
10	 	MONEY	12
11	 	REST & LEISURE	13
12	 	IN CASE OF PROBLEMS	14
13	 	ANNEXES	15

2 | INTRODUCTION

Galp Energia acknowledges that its recent growth outside Iberia entails the need for more frequent travelling by its employees.

Galp Energia business is quickly expanding on a global scale, including outside Europe, forcing employees on international trips that may reveal disruptive to their balance and well being

Travellers' health may be affected by sudden changes in altitude, humidity and temperature, as well as exposure to microorganisms. Travellers' well-being also depends on a series of factors, such as stress, age, general health, destination, long-distance travel fatigue and length of stay. Additionally, Safety & Security aspects must also be considered.

Aware that these risks can be minimised if travellers are suitably informed and adopt preventive measures before, during and after each trip, Galp Energia has prepared this Travellers' Manual in order to provide travellers the appropriate guidance, to protect their health and ensure their safety and security.

Galp Energia is strongly committed to helping its employees prevent the harmful effects of international travel.

3 | BEFORE TRAVELLING



OBTAIN INFORMATION!

When expected to travel abroad, employees are required to check whether they might be travelling to a risk area, according to the instructions issued by the Foreign Office and by consulting the information available on the websites listed below or any other that provides trustworthy information in the region.

Supervisors are required to ensure that travellers have received all relevant information, including Annex V to this manual, before their trip.

For additional information, please visit the following websites:

Portuguese Foreign Office

<http://www.portugal.gov.pt/pt/os-ministerios/ministerio-dos-negocios-estrangeiros.aspx>

Foreign & Commonwealth Office

<http://www.fco.gov.uk/en/travel-and-living-abroad/travel-advice-by-country/>

Central Intelligence Agency

<https://www.cia.gov/library/publications/the-world-factbook/>

3.1 | PLANNING A TRIP

Every trip should be carefully planned in order to minimise risks to health, safety and others.

Employees should make bookings and obtain all the authorisations, as described in the internal Regulations concerning Business Trips.

Before travelling, employees are required to contact the User Support Centre in order to check whether the anti-virus software on their laptop computer has been updated and VPN and Wireless access are correctly configured, as well as to check the expiry date of the corresponding password. A backup should be performed and data kept at a safe location in the country of origin.

Voice but not data roaming will be available on mobile phones and tablets. Whenever data roaming is required, employees should request the IT Department to activate this service, by

providing the serial number of the device in question, country of destination and length of stay, at least 3 business days before the date of the trip.

Before travelling, employees are required to obtain the contact details of the Galp Energia representative at the country of destination (if applicable), as well as of the local consulate and embassy. This information should be written down on the Traveller's Card, in Annex V. IV.

Each Business Unit is required to provide the travellers with a summary of relevant information on the locations they operate. This information should include the topics listed in Annex IV.

4 | DOCUMENTS

When making international trips, employees must check whether a valid passport and/or visas are required and obtain all necessary documents.

Travellers are advised to keep copies of all documents at a separate location from the originals, in order to expedite the process of obtaining replacements in case of loss or theft.

Travellers should keep a copy of their vaccination certificate with their identification documents, as well as information on any diseases, allergies and usual medication. The name and telephone number of the person to contact in case of emergency should also be kept with the aforementioned documents.

European employees travelling within Europe should carry a European Health Insurance Card (see Annex I).

5 | HEALTH

5.1 | TRAVELLER'S APPOINTMENT

Employees are required to book an appointment with the company doctor, where applicable, before travelling on business outside Europe (ideally 10 days before the date of departure). If this is not possible, a traveller's appointment should be booked with the attending physician and the regional Occupational Medicine Department informed. Employees travelling regularly to a given destination should attend this appointment every 6 months.

Several aspects will be considered during this appointment, namely individual risks, destination and length of stay, amongst others, in order to plan preventive measures, such as vaccination and/or other prophylactic methods (see Annex II).

5.2 | MEDICINES

When travelling, employees should ensure they have available enough medical supplies for the foreseeable needs, as indicated by the company doctor or the attending physician, during the traveller's appointment.

Purchasing of medicines without a medical prescription is not allowed in many countries. Therefore, travellers with a specific medication must ensure that they carry enough medication for the trip duration.

Medications for regular use should always be carried with the traveler, avoiding constraints in case of mishandled luggage. Travellers should also carry the corresponding medical prescription(s).

When travelling to destinations entailing significant risks to health, particularly developing countries and/or countries where certain medicines may not be easily available, employees should prepare a kit containing basic medicines used in the treatment of common diseases, as well as first aid materials and specific medical supplies.

Certain categories of medicines or special items must be accompanied by medical prescription, certifying that the traveller requires medication due to medical condition. Some countries require that the certificate be signed not only by a physician, but also by the national health authority.

For additional information, please visit the following website:

Site of the World Health Organization <http://www.who.int/ith/en/html>

5.3 | MEDICAL ASSISTANCE ABROAD

Galp Energia employees are covered by an insurance policy that should be used in case of accident or sudden illness while travelling. In either case, employees should call +351 21 724 29 99 for information on how to proceed.

5.4 | JET LAG

Jet lag usually occurs when travelling across several time zones, as the body clock will be out of synchronisation with the destination time. Symptoms usually appear when 4 or more time zones are crossed.

Important events such as meetings, talks and audits should not be scheduled for the day of arrival. After trips longer than 8 hours, travellers should rest for at least 10 hours before engaging in any activities.

HOW TO PREVENT JET LAG

- Rest before travelling and during the flight;
- Drink plenty of fluids;
- Avoid drinking alcohol.

5.5 | TRAVEL SICKNESS

Travel sickness is a temporary balance disorder that may occur while travelling by air, sea or road. Symptom severity will depend on the intensity of the stimulus and individual sensitivity.

HOW TO PREVENT TRAVEL SICKNESS

- Sit in the most stable area of the transport (near aircraft wings, on the front seat of a car, on the boat deck);
- Eat light meals before and during the trip;
- Avoid drinking alcohol;
- Do not read;
- If possible, allow air to circulate by opening a window or turning on the ventilation system.

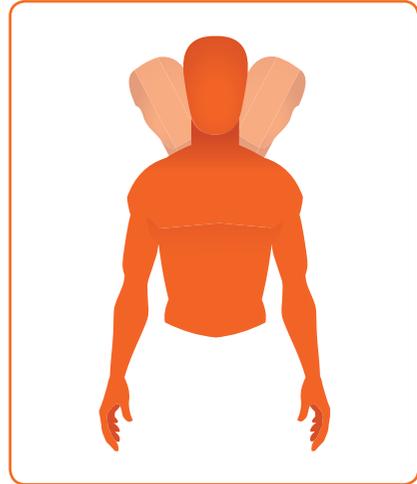
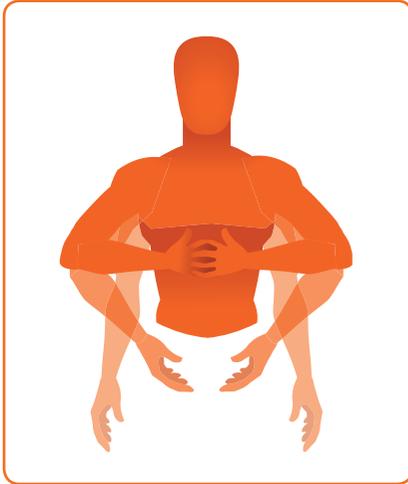
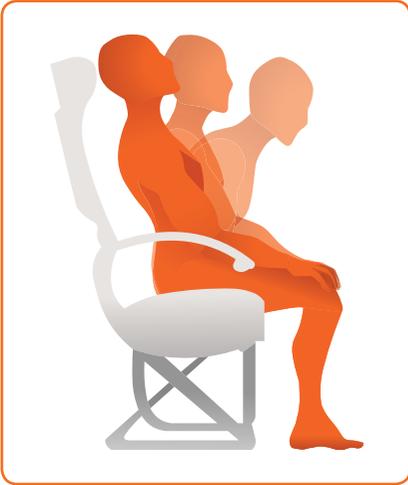
5.6 | FLIGHT-RELATED ILLNESSES

A few basic precautions can reduce the risk of deep vein thrombosis, i.e., formation of clots inside veins. This condition may appear during or after long-haul flights, mostly in people with risk factors (obesity, pregnancy, varicose veins, etc.), given the prolonged periods of immobility involved.

HOW TO PREVENT FLIGHT-RELATED ILLNESSES

- Book aisle seats so you can perform a few simple exercises during the flight;
- Perform exercises to increase circulation;
- Avoid wearing tight clothing and crossing your legs;
- Drink plenty of fluids;

Exercise on board



5.7 | DISEASES

The likelihood of contracting an infectious disease (malaria, yellow fever, hepatitis A, cholera, etc.) may vary within a given country or region, as well as according to the season and/or occurrence of outbreaks.

The extent of the risk for travellers will depend on a few determining factors, such as sensitivity to infectious agents, accommodation conditions, length of stay and adoption of preventive measures.

Before travelling, employees should visit the Occupational Medicine Department for information and advice on required vaccines and precautions to take, according to the corresponding destination. If an Occupational physician is not available the advice should be given by the attending doctor.

5.8 | RETURNING

Employees showing signs of disease after returning from an international trip (fever, injuries, diarrhoea, breathing difficulties, etc.) should seek medical advice as soon as possible and provide information regarding their trip.

Travellers should report any changes to their health during their stay abroad to the Occupational Medicine Department.

Special attention should be paid to travellers returning from locations where malaria, dengue fever or yellow fever are common, or locations affected by influenza outbreaks.

For additional information, please visit the following websites:

Ministry of Health

<http://www.min-saude.pt/portal/conteudos/informacoes+uteis/saude+em+viagem/consulta+de+saude+do+viajante.htm>

Vaccines recommended by the World Health Organisation, by country

<http://www.who.int/ith/en/index.html>

6 | LUGGAGE AND BASIC ACCESSORIES

Strict regulations apply to the carrying of items considered dangerous, particularly on aircraft, as described in European Commission Regulation (EU) 185/2010, of 4 March 2010 (see Annex III).

7 | SAFETY & SECURITY

7.1 | BEHAVIOUR

As a result of finding themselves in foreign countries, with different habits and cultures, travellers may inadvertently engage in risky activities, which may entail undesirable consequences. Therefore, travellers should behave safely and observe the local laws and habits.

7.2 | ROAD SAFETY

Travellers are prone to be involved in traffic accidents, as a result of a series of factors, namely different traffic regulations, unknown locations, driving on the left/right side of the road, distractions and tiredness, to name but a few.

Although it may be an attractive option, renting a vehicle is not advisable in some countries. Employees choosing to rent a vehicle are required to comply with the Road Safety Policy Regulations, regarding both drivers and vehicles.

Employees travelling outside their country for less than 15 days are advised not to drive.

Employees intending to drive abroad must be familiar with the Highway Code of the country in question and drive vehicles that comply with the local regulations.

HOW TO PREVENT TRAFFIC ACCIDENTS

- Obtain information on the Highway Code and traffic regulations;
- Observe the local speed limits;
- Avoid driving at night and in adverse weather.

7.3 | IT SECURITY

Mobile phones – Loss or theft of devices (TMN cards)

Loss or theft of a mobile phone or mobile device should be immediately communicated to the service provider and the corresponding card cancelled .

For portuguese SIM cards

Call +351 961696000 (from abroad). Travellers will be required to provide the number of the mobile phone or mobile device in question, the original PIN and the Galp account number (6275650). Travellers should also contact the IT Department as soon as possible.

Always make sure of the following:

- a. Keep your PIN active at all times;
- b. Keep your lock code active, including the remote option;
- c. Always keep the screen on smartphones locked and the PIN active.

While in roaming mode, avoid downloading data from websites. Avoid downloading attachments when using a mobile phone to check your e-mail.

Laptop Computers

Keep your laptop with you at all times while travelling. Laptops are easy targets at airports, especially while going through security.

Keep your laptop locked when not using it. Use a cable lock to secure your laptop.

Avoid saving or keeping sensitive data on your laptop. If this is required, make sure data are encrypted. If you are unsure on how to perform this operation, contact the local User Support Centre before travelling. Perform regular data backups and keep data at a separate location.

To check your e-mail abroad, access the Webmail service from any Internet-enabled computer available at the location or use the VPN connection via Wi-Fi at hotels or other public locations. To access the Webmail service, enter the following address on a web browser: webmail.galpennergia.com (see Annex VI).

8 | VIOLENCE

Violence is an omnipresent risk, at any location. Obtain information the current situation in your country/location of destination before travelling.

HOW TO PREVENT VIOLENCE

- Obtain information on safe locations and activities before travelling;
- Dress modestly;
- Avoid displaying valuable items (watches, jewellery, mobile phones, cameras, computers, etc.);
- Avoid carrying large amounts of cash;
- Avoid quiet spots;
- Avoid driving at night. If this is absolutely necessary, keep the windows closed and doors locked. Remain particularly attentive when stopping at traffic lights.
- Do not disclose your travel plans to strangers;
- Keep a copy of your personal documents at a safe location;
- DO NOT RESIST TO A ROBBERY ATTEMPT.

9 | EATING

Gastrointestinal disorders ranging from mild stomach aches to diarrhoea may occur as a result of dietary changes. Beware of what you eat, since diseases such as cholera, typhoid fever and hepatitis may be contracted by eating contaminated food and/or water.

Advice for travellers:

- Always wash your hands before handling food and/or eating;
- Drink bottled water if you have any doubts regarding the quality of tap water. Make sure seals have not been tampered with;
- Alternatively, boil or filter tap water using a purifier – these methods are more effective than using purification tablets;
- Eat fresh food, freshly cooked; avoid warmed food;
- Avoid using ice cubes to cool drinks, unless you are sure they have been made from treated water;
- Avoid raw fruit and vegetables, food exposed to flies and ice cream from doubtful sources, such as booths or vans;
- Avoid milk, cheese and other dairy products, unless they are pasteurized and have been properly stored;
- Avoid eating raw or undercooked seafood;
- Avoid drinking excessive amounts of alcohol;
- Never leave your drink unattended and never accept drinks from strangers.

10 | MONEY

Follow the advice below before travelling, especially if you are travelling to remote places and/or locations where credit cards may not be accepted:

- Change some cash into the local currency before travelling;
- Carry some local cash and/or travellers cheques;
- Note down the numbers of your travellers cheques in a document kept at a separate location;
- Write down your credit card number(s) and expiry date(s) – keep a copy at a safe location;
- Check if your credit card is valid in the country to which you are travelling;
- Note down the credit card emergency/cancellation telephone number;
- Make sure you have enough money for emergencies and unexpected delays.

Upon arriving at your destination:

- Become familiar with the local currency as quickly as possible;
- Avoid carrying more money than you need; keep a small amount of cash in your wallet and the remaining cash in a money belt or inside pocket;
- Leave your money, cards and travellers cheques in a hotel safe and/or at a safe location.

11 | REST & LEISURE

Business travels, particularly those entailing long stays, also involve rest and leisure.

Since staying in certain countries can pose increased health risks, travellers should take some basic precautions to prevent unpleasant situations and ensure their well-being:

PREVENTING THE HARMFUL EFFECTS OF SUN EXPOSURE

Excessive exposure to sunlight may cause burns and skin disorders. These effects may also occur at high altitudes and snow or ice-covered areas, particularly mountainous regions.

- Avoid excessive exposure to sunlight, particularly between 10:00 and 16:00;
- Wear lightweight clothing, in light colours, a hat and suitable sunglasses;
- Wear sunscreen;

PREVENTING THE EFFECTS OF EXCESSIVE HEAT

- Drink plenty of fluids;
- Wear lightweight clothing;
- Avoid drinking alcohol, as it leads to dehydration;

PREVENTING THE EFFECTS OF EXCESSIVE COLD

- Wear appropriate clothing, such as gloves, a wool hat, etc.;
- Maintain adequate hydration by drinking fluids regularly;
- Avoid drinking excessive amounts of alcohol;
- Avoid ingesting excessive amounts of caffeine (coffee, tea, etc.).

PREVENTING THE EFFECTS OF ALTITUDE

At high altitudes, travellers are commonly affected by decreased oxygen levels. Despite also affecting healthy subjects, these effects can be particularly serious in people with a history of heart or lung disease.

- Become progressively accustomed to the new conditions in order to minimise the effects of decreased oxygen levels;
- Do not go climbing unless you are accompanied by an experienced guide.

12 | IN CASE OF PROBLEMS

Before travelling, employees are required to obtain information on how to proceed, as well as make a list of contact details, in case of any of the following:

- Accident;
- Robbery;
- Arrest/Imprisonment;
- Natural Disaster;
- Sudden Illness;
- Abduction/Kidnapping;
- Political Coup;
- Other unforeseen circumstances.

Travellers are required to write down the main emergency contacts in Annex V and carry this information at all times.

Supervisors must ensure that travellers have received all the information required in the situations listed above, so they may proceed accordingly.

13.1 | ANNEX I - EHIC – EUROPEAN HEALTH INSURANCE CARD**How do I renew the EHIC online?**

Please go to point 2.

How do I request the EHIC online?

Please read the information below.

1 – USEFUL INFORMATION ABOUT THE EHIC**What is the EHIC – European Health Insurance Card?**

The EHIC was the result of a decision reached during the 2002 Spring European Council and of a complex reflection process by the Administrative Commission of the European Communities on Social Security for Migrant Workers. In this sense, the EHIC:

- Replaces a series of forms that entitled every citizen included within the application scope of the European Community Regulations on social security to receive medical care;
- Is identical in all countries where it applies, i.e., the European Union, European Economic Area and Switzerland;
- Was created aiming to simplify the administrative procedures required to identify the corresponding holders and institutions liable for healthcare costs.

What is the purpose of the EHIC – European Health Insurance Card?

The EHIC ensures that its holders are entitled to receive medical treatment in another Member State if such treatment becomes necessary during their visit, considering the benefits they are entitled to and the expected stay length.

How and where can I obtain the EHIC – European Health Insurance Card?

You will be able to request the EHIC from the statutory healthcare System responsible for your insurance:

- In Mainland Portugal:

- At the Social Security District Office of your area of residence or into which your contributions are paid (or Welfare Fund), or at Local Offices or Citizens' Advice Bureaux. You may also request this Card at a different District Office, if you happen to find yourself in a different area.
- Information on Social Security District Offices is available on the Social Security website, at Social Security District Offices, useful contacts (direct access at the end of this section).

- In the Autonomous Regions:

- In the Azores, at Benefits Offices;
- In Madeira, at the Social Security Office;
- At the office of the subsystem responsible for your health insurance, provided such subsystem has joined this scheme.

For any other European country visit:

http://ec.europa.eu/social/main.jsp?catId=563&langId=en#National_information_and_contacts

Who is entitled to the European Health Insurance Card?

Every worker, including international transport workers, pensioners and citizens in general who are insured or covered by a statutory social security system in any of the joining states, as well as people insured by social protection subsystems that have joined this scheme.

When did European Health Insurance Cards start to be issued?

The European Health Insurance Card was introduced progressively from 1 June 2004 until 31 December 2005.

In Portugal, on 1 March 2005.

Since 1 January 2006, it has been issued and is recognised in all the countries listed below.

Which States issue and recognise the European Health Insurance Card?

Only 31 European States, namely the 27 Member States of the European Union (Germany, Austria, Belgium, Bulgaria, Cyprus, Denmark, Slovenia, Estonia, Greece, Spain, Finland, France, Hungary, Ireland, Italia, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, the United Kingdom, Czech Republic, Slovakia, Romania and Sweden), the 3 States in the European Economic Area (EEA) (Iceland, Liechtenstein and Norway) and Switzerland.

Can the European Health Insurance Card be used all over the world?

No.

Is the European Health Insurance Card identical in all issuing Member States?

Yes, the Card is identical and complies with the same specifications in all EU Member States, the 3 EEA States and Switzerland.

How long is the of European Health Insurance Cards valid for?

EHICs are usually valid for one year (general regime). Nevertheless, different validity periods may be allowed if deemed more convenient for the Subsystems involved. Consult the Subsystem responsible for your health insurance.

Which benefits am I entitled to receive?

All medical treatment that may become necessary during a visit to another joining State, taking into account the benefits to which you are entitled and the expected length of stay.

Will I be liable for any healthcare costs?

Observing the principle of equal treatment applicable to European citizenship and to the efforts aimed at coordinating the social security systems established in the European Union, the 3 EEA States and Switzerland, any subjects insured by one State and requiring medical treatment in a different State shall only be liable for the rates applicable in the country providing the treatment in question.

What shall I do if I become ill during a visit to a Member State?

If you require medical care, you should request to be assisted at a national health service centre or joining healthcare centre (according to local legislation) in the State which you are visiting, taking into account the benefits to which you are entitled and the expected length of stay.

How do I find the national health service centres of a Member State during a trip?

You should try to obtain information on the location of these centres before travelling, or upon arrival. Some information is available on the following European Community site: <http://ec.europa.eu/social/main.jsp?catId=509&langId=en>

Will I be able to use the European Health Insurance Card if I travel to receive a medical planned treatment?

No. Cases where the insured travels to a different joining State for the express purpose of receiving medical treatment are not included within the scope of coverage.

What shall I do if my European Health Insurance Card is lost or stolen?

You must immediately communicate the loss or theft of your Card to the issuing entity (Social Security District Office, Autonomous Region, Subsystem) and proceed as indicated.

Is there any document able to replace the EHIC? In which circumstances?

Yes. If the EHIC cannot be issued in time for your trip, the responsible service will be allowed to provide you with a Provisional Certificate that will grant you the same benefits.

2 - HOW TO REQUEST OR RENEW THE EHIC ONLINE

If you are covered by the Portuguese social security system, send an e-mail requesting the Card to the Social Security District Office into which your contributions are paid. Make sure you include the following information:

- full name of the beneficiary,
- date of birth,
- social security number.

Confirm the address available in the System.

To renew your Card, enter the number of the Card that is about to expire.

Once issued, the EHIC will be sent by post to the holder's address. Cards are usually delivered 5 to 7 business days after the corresponding issue date.

If you wish to request Cards for any of your family members, repeat this operation for each person, indicating the full name of each family member, in addition to the information listed above.

To **request/renew** your Card now, go to:

- Instituto da Segurança Social, I.P., Centros Distritais de Segurança Social (Social Security Institute, Social Security District Offices)

If you are covered by another social security system contact it. You may see more information in: <http://ec.europa.eu/social/main.jsp?catId=559&langId=en>

13.2 | ANNEX II – TRAVELLERS' HEALTH

**YOU WILL BE FLYING**

Beaware of Jet Lag

Common symptoms when travelling across 4 or more time zones:

- Tiredness, loss of appetite, poor concentration, irritability and insomnia;
- After arriving at your destination, follow the local eating and sleeping patterns and make sure you get sufficient exposure to daylight.

Precautions to be taken during the flight:

- Wear comfortable clothing and shoes;
- Drink plenty of fluids (water, weak tea, etc.);
- Move regularly;
- Engage in entertaining activities.

Check the following before travelling:

- Tetanus Vaccine;
- Yellow Fever Vaccine (if indicated);
- Hepatitis A and B Vaccine (if indicated);
- First Aid Supplies;
- Usual medication (diabetes, asthma, hypertension, depression, etc.).

Note: Other vaccines may be advised, depending on the destination (e.g., Typhoid Fever)

Pack the following items:

- First aid kit;
- Sunglasses and sunscreen;
- Condoms;
- Lightweight, long-sleeved garments, in light colours.

FOOD

Beaware of what you eat and drink.

Take special precautions with:

- Unpasteurized (raw) milk;
- Non bottled water or beverages;
- Raw foods, excluding fruit, which can be washed and peeled;
- Dishes containing raw or undercooked eggs (e.g. mayonnaise and other, sauces, mousse, etc.);
- Ice cream of doubtful origins;
- Some seafood, namely shellfish.

What to do in case of diarrhoea:

- Do not eat solid foods for one day;
- Drink plenty of fluids such as water, weak tea, coca-cola (after removing all gas);
- If necessary, control body temperature by cooling yourself and taking Paracetamol;
- Take the recommended medicines;
- Introduce solid foods progressively (e.g., mashed rice, unbuttered toast, etc.);

If the diarrhoea persists or you notice any blood in your stools, consult a doctor!

PRECAUTIONS AT DESTINATION

Wear gloves whenever you:

- Treat another person's wound;
- Handle waste;
- Engage in cleaning activities.

Do not share syringes, needles, shaving utensils and sharp objects with others.

Insects (from dusk to sun rise):

- Use mosquito nets (on windows and around the bed);
- Apply an insect repellent to exposed body parts;
- Wear trousers and a long-sleeved shirt, in a light colour;
- Spray mosquito nets with an insect repellent;
- Use insect repellent diffusers.

Water (if you are unsure of its suitability for drinking):

- Only drink bottled water;
- Use mineral water to brush your teeth;
- Avoid using ice to cool drinks (unless it is made from mineral water);
- Do not swim or practise water sports in rivers or lakes;
- Only swim in pools whose water has been suitably treated.

THE PARTICULAR CASE OF MALARIA

Take your medication (prescribed according to your destination):

- 1 week before travelling;
- During your stay;
- Up to 4 weeks after returning.

Take your medication exactly as indicated, without forgetting any dose.

FIRST AID SUPPLIES

Item	Indications / Posology
Plasters	Wounds
Antiseptic (e.g. Betadine Foam)	Wound cleaning and hand washing
Saline	Eye washing and wound cleaning
Ophthalmic vasoconstrictor (e.g. Visine)	Ocular inflammation
Paracetamol (e.g. Panasorbe, Ben-U-Ron)	Pain, fever
Lactobacillus (e.g. UL 250)	Diarrhoea (1 capsule 4 times daily, between meals)
Polyelectrolyte solution (e.g. Dioralyte, Redrate)	Dehydration; Diarrhoea (1 sachet in 200 ml of water)
Co-Trimoxazole (e.g. Bactrim)	Infections; Gastroenteritis (every 12 hours)
Heparinoid (e.g. Hirudoid Gel)	Bruises
Antihistamines (e.g. Fenistil Gel)	Insect bites
Antiseptic Ointment (e.g. Bacitracin)	Wounds
Others: Mosquito repellent, gloves, 1 elastic bandage, 1 disposable syringe.	

FOR ADDITIONAL INFORMATION, CONSULT:

- Your company doctor;
- Your family doctor;
- <http://www.cdc.gov/travel/>

TRAVELLERS' APPOINTMENT

Lisbon: Sete Rios Health Center
Oporto: Rua Arnaldo Gama, 64

13.3 | ANNEX III - LUGGAGE**HAND LUGGAGE – LIST OF PROHIBITED ITEMS**

Without prejudice to the applicable security regulations, passengers will not be allowed to carry the following items into restricted areas or the aircraft cabin:

a) Guns, firearms and other devices that discharge projectiles – devices capable, or appearing capable, of being used to cause serious injury by discharging a projectile, including the following:

- Firearms of all types, such as pistols, revolvers, rifles, shotguns;
- Toy guns, replicas and imitation firearms capable of being mistaken for real weapons;
- Component parts of firearms, excluding telescopic sights;
- Compressed air and CO₂ guns, such as pistols, pellet guns, rifles and ball bearing guns;
- Signal flare pistols and starter pistols;
- Bows, crossbows and arrows;
- Harpoon guns and spear guns;
- Slingshots and catapults;

b) Stunning devices – devices specifically designed to stun or immobilise, including the following:

- Shocking devices, such as stun guns, tasers and stun batons;
- Devices used to stun and/or kill animals;
- Disabling and incapacitating chemicals, gases and sprays, such as mace, pepper sprays, tear gas, acid sprays and animal repellent sprays;

c) Objects with sharp points or sharp edges – objects with sharp points or sharp edges capable of being used to cause serious injury, including the following:

- Items designed for chopping, such as axes, hatchets and cleavers;
- Ice axes and ice picks;
- Razor blades;
- Box cutters;
- Knives with blades longer than 6 cm;
- Scissors with blades longer than 6 cm (as measured from the fulcrum);
- Martial arts equipment with sharp points or sharp edges;
- Swords and sabres;

d) Work tools – tools capable of being used to cause serious injury or threaten aircraft safety, including the following:

- Crowbars;
- Drills and drill bits, including cordless portable power drills;
- Tools with a blade or a shaft longer than 6 cm, capable of being used as a weapon, such as screwdrivers and chisels;
- Saws, including cordless portable power saws;
- Blowtorches;
- Bolt guns and nail guns;

e) Blunt instruments – objects capable of being used to cause serious injury when used to hit, including the following:

- Baseball and softball bats;
- Clubs and batons, such as truncheons, coshes and night sticks;
- Martial arts equipment;

f) Explosives and incendiary substances and devices – explosives and incendiary substances and devices capable, or appearing capable, of being used to cause serious injury or threaten aircraft safety, including the following:

- Ammunition;
- Blasting caps;
- Detonators and fuses;
- Replica or imitation explosive devices;
- Mines, grenades and other military explosives;
- Fireworks and other pyrotechnics;
- Smoke-generating devices;
- Dynamite, gunpowder and plastic explosives.

The airline must ensure that passengers are informed of the list of prohibited items before checking in.

Exemptions:

Exemptions may be granted in the following circumstances:

a) transportation of the item in question has been authorised by the competent authority; and

b) the airline received information concerning the passenger and item(s) in question before check-in; and

c) all applicable security regulations have been observed.

In this case, the item(s) in question should be stowed safely on the aircraft.

Liquids, Sprays and Gels (LSG):

Liquids, sprays and gels (LSG) include pastes, lotions, solid/liquid mixtures and the contents of pressurised containers, such as toothpaste, hair gel, beverages, soup, syrups, perfume, shaving foam and items of similar consistency.

Passengers will be allowed to carry LSG into the aircraft cabin in the following circumstances:

a) The LSG in question are stored in individual containers holding no more than 100 ml each, carried in a clear, re-sealable plastic bag holding no more than 1 litre, provided that all containers fit inside the plastic bag and the latter is fully sealed; or

b) The LSG in question are to be used during the flight and their use is required for medical reasons, or due to special dietary requirements, including baby food. The passenger may be required to provide proof of the authenticity of the authorised liquid; or

c) The LSG in question have been purchased after the point where boarding passes are checked, at shops required to undergo all security procedures established according to the airport security programme, provided that the liquids in question are stored in sealed tamper-proof containers and the passenger is able to present evidence of their purchase at the airport in question, on that day; or

d) The LSG in question have been purchased after the security checkpoint, at shops required to undergo all security procedures established according to the airport security programme; or

e) The LSG in question have been purchased at another European Community airport, provided that the liquids in question are stored in sealed tamper-proof containers and the passenger is able to present evidence of their purchase at the airport in question, on that day; or

f) The LSG in question have been purchased on an aircraft of a European Community airline, provided that the liquids in question are stored in sealed tamper-proof containers and the passenger is able to present evidence of their purchase on the aircraft in question, on that day.

NOTE: Detailed information and answers to frequently asked questions concerning liquid medicines are available at INAC, I.P.

Hold Baggage

Passengers will not be allowed to carry the items listed below in their hold baggage.

HOLD BAGGAGE – LIST OF PROHIBITED ITEMS

Passengers will not be allowed to carry the following items in their hold baggage:

Explosives and incendiary substances and devices – explosives and incendiary substances and devices capable, or appearing capable, of being used to cause serious injury or threaten aircraft safety, including the following:

- Ammunition;
- Blasting caps;
- Detonators and fuses;
- Mines, grenades and other military explosives;
- Fireworks and other pyrotechnics;
- Smoke-generating devices;
- Dynamite, gunpowder and plastic explosives.

Passengers must be informed of the list of prohibited items before checking in.

13.4 | ANNEX IV - LOCAL INFORMATION

The following information should be provided at frequent destinations to Galp Energia employees travelling on company business:

General information (Capital, Population, Climate, Local Time, Currency, Language)

Telephone communications

Emergency contacts (Emergency medical services, Fire brigade, Police)

Useful contacts (Embassy, Consulate, tourist offices)

Precautions

- At the airport
- When using taxis
- When using public transportation
- When travelling
- At the hotel
- In restaurants
- When exchanging currency

Safety & Security

Healthcare

Other useful information

13.5 | EMERGENCY CONTACTS

Emergency contacts:	
Health/accident insurance	Tel.: +351 217242999
Health/accident insurance	Fax: +351 217242998
Emergency medical services	
Embassy/Consulate	
Local contact	
Contact at the head office	
Next of kin	
Contact in case of lost or stolen mobile phone	+351 961696000

13.6 | ANNEX IV - Galp Energia Webmail

The Webmail service allows users to check and send e-mails from any Internet-enabled device (PC, Laptop or PDA), as well as view the Calendar and Contacts available on the Galp server.

As its main features, this service allows users to perform the following operations:

- Check and send e-mails, including attachments;
- View and book meetings and other scheduled events;
- View, edit and remove contacts;
- Save drafts for subsequent editing and sending;
- Print e-mails.

When accessing this service, it is crucial that users follow all security regulations, in order to ensure good operation and data confidentiality:

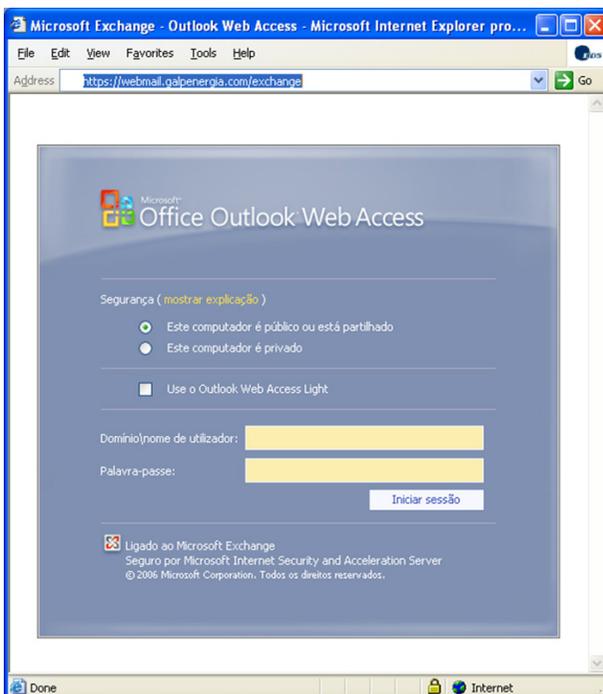
- Never disclose your password;
- Pay special attention when accessing this service from a computer available at a public location, particularly when entering the password. It is preferable to access this service at Hotels or private locations;
- Only access the Webmail service from a computer whose Antivirus software has been updated;
- Never leave your computer without logging out. Always click on “End Session” on the Webmail page when you leave your computer or end your session;
- Never store your password on any computer. Always answer **No** whenever a message is displayed asking you whether you wish to save your password.

Perform the following steps to access the **Webmail** service:

1. Open a web browser (e.g. Internet Explorer).
2. Enter the following address in the Address bar: `webmail.galpenergia.com`
3. The following address will be automatically displayed after pressing enter: `https://webmail.galpenergia.com/exchange`
4. If a window is displayed asking you whether you accept the certificate, answer yes.

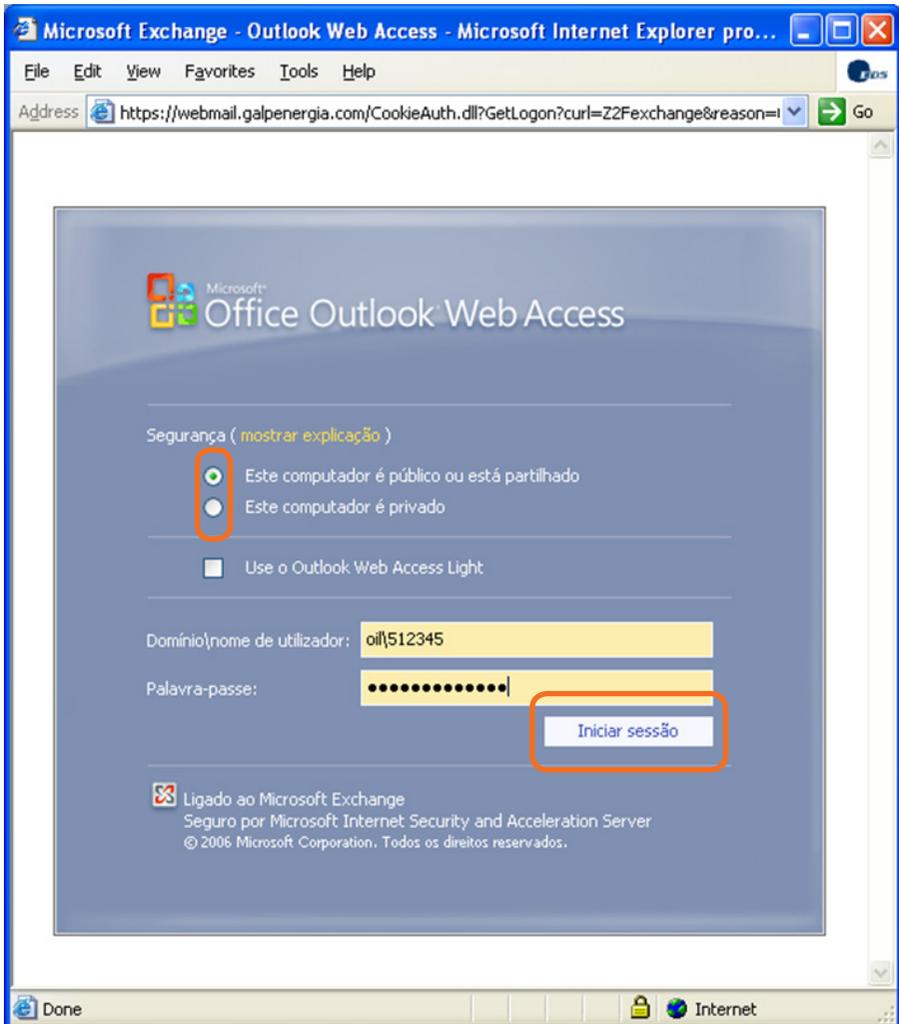


The following screen will be displayed:



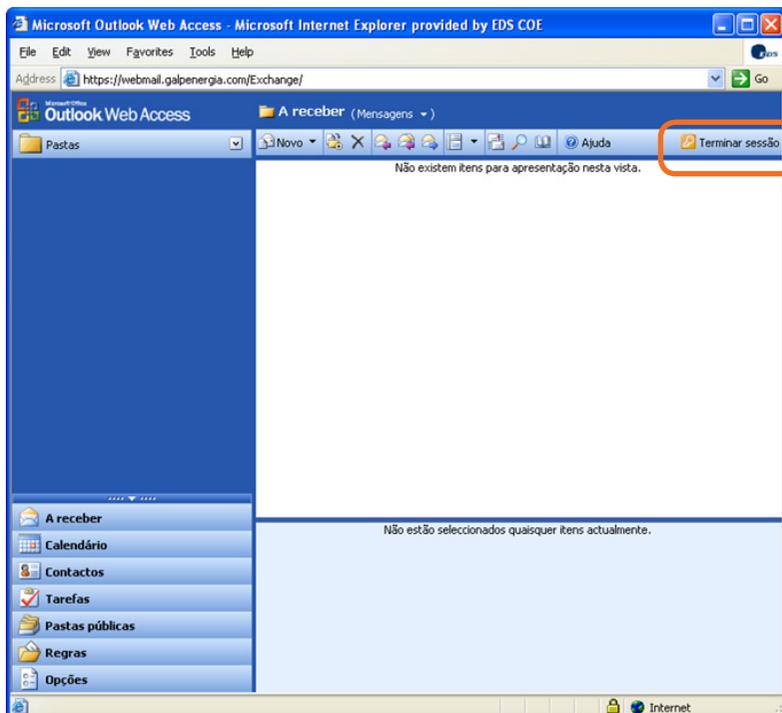
Enter your user information to access the Galp network:

1. **Username:** oil\network user (Ex: oil\512345);
2. **Password:** Enter the network password;
3. Press “**Enter**” or click on “**Start session**”.

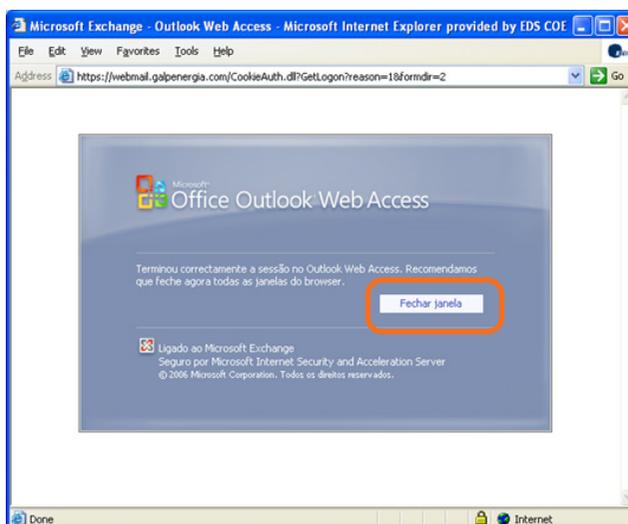


NOTE: make sure you indicate whether you are using a public or shared computer, or a personal computer.

At the end of the session, click on **“End session”**.



Close the window or click on **“Close window”**.



13.5 ANNEX VII - RESPONSABILITIES

Responsibilities	When	ction
Hierarchy	Before Travel	Ensure that the Annex V card has all the required information Ensure that the worker knows how to proceed in case of trouble
Employee	Before Booking	Check if it is a risk area
	Before Travel	Ensure compliance with the NR Business Trips Get the embassy, consulate and Galp contacts in the destination country (if any). Verify the need and validity of the passport and visas; Europe - ensure you have the European Health Card Outside Europe - Ensure knowledge of insurance assistance number Go to the traveller's appointment/ Company Doctor Prepare medication kit Enable data roaming in mobile phones and check coverage in the destination Backup your data and verify Laptop configurations
	Returning	If you feel any manifestation of disease you should seek medical attention as soon as possible. Travelers who showed any change in health conditions during their stay abroad must inform the Occupational Doctor.
Country Manager	Every Year	Summarize the relevant information to be make available to the travelers visiting his location.
Insurances an Risk Management	Every Year	Provide DIS the contact number in case of emergency
DIS (Direction of Information Systems)	Every Year	Ensure that the forwarding system between Galp Phone number and the insurance company is upated
HSE & Q	Every third Year	Update this document at least every 3 years.



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