

# SA-S-404 Travel Security Risk Management

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# 1. Overview

This standard establishes the minimum Health, Safety, Environment and Sustainability – (HSE/SA) requirements to be met for Travel Risk Management related to international travel by land, sea, or air, unless legislation and/or local regulations impose a higher standard in which case that higher standard is followed.

The Hitachi Energy (Company) travel risk mitigation measures are established to protect the Health, Safety and Security of employees and individuals working on behalf of the Company during business travel. It ensures that all parties know their responsibilities, are prepared for travel and are aware of the travel risks and mitigation measures for the country of destination. It also provides response for travel-related emergencies, and assistance requirements.

## 1.1. Applicability and Scope

This standard applies to all business units of Hitachi ABB Hitachi Energy (Hitachi Energy) units in all Hitachi Energy legal entities, including joint ventures/ consortia/ working partnerships with management control, and to all employees. The contractors and third parties undertaking travel either organized by the company or performed under its responsibility are subject to the same process. For any other cases, the company promotes the application of this standard through its General Terms and Conditions for civil and installations works as well as its project HSE plan and/or the company site HSE rules.

## 1.2. Roles and Responsibilities

Travel risk management is a shared responsibility in the organization of a business trip between the traveler, the country of departure (sending business manager) and the country of destination (receiving organization). Each of them has responsibilities in ensuring the success of the mission.

### 1.2.1. Company Duty of Care

The “Duty of Care” of the employer applies for the whole duration of the trip and should consider the risks linked to the employee’s Health, Safety, and Security. Therefore, every Country Managing Director (CMD) defines the rules to be respected in his/her country, according to the identified threats and to the level of risks assessed with the support of the Hitachi Energy Security function.

The country of destination should organize the “meet and greet” and escort measures when necessary, and formalize the process, procedure, and rules, and communicate them to the traveler prior to departure.

Referring to the countries where the Company does not have physical assets (i.e., Projects), the employee remains under the responsibility of the person who approved the business trip.

Hitachi Energy Security Department may take the initiative to put into place some specific measures according to the level of risk.

### 1.2.2. Employee Duty of Diligence

All travelers are ultimately responsible for their own health, safety, and security. They have a “Duty of Diligence” to know and comply with the Hitachi Energy travel guidelines and procedures when they travel abroad for business outside their usual place of work.

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## 2. Maturity Level Requirements

Hitachi Energy is aware that as a global organization, their different business units, local operating units, joint ventures, and project sites are at different levels of maturity regarding HSE/SA implementation and compliance. This can be due to historical reasons, the scope of the unit or project site, the performance of the unit, or the related risks to their operations. Therefore, Hitachi Energy developed a maturity based HSE/SA management system with four maturity levels described in Standard “Control of documents and records” (SA-M-05) and used in the HSE/SA audit process described in Standard “HSE/SA Internal audit program” (SA-M-12).

This standard does not have any maturity level as all listed requirements within this document are expected to be at standard maturity level.

## 3. Requirements of the Standard

Organizing a business trip abroad is complex as different actors are involved in its organization and coordination (sending/receiving country, employee/line manager, hub/Business Unit, travel agency/International SOS, etc.) and countries with different geopolitical environments.

Travelers are therefore strongly encouraged to request support from the Security organization (Global/Region/Cluster/Country) in their home country, country of destination, or International SOS Assistance Centers ahead of a trip, but also throughout their mission for any medical and/or security advice.

### 3.1. Responsibilities of the traveler

Each employee who will travel abroad for business is the main player of his/her own security. The following steps must be followed for the success of their missions. Prior to traveling, the employees should:

#### Check the available documentation

Carefully read “Hitachi Energy Travel Policy”.

Look for possible Hitachi Energy Security or Travel updates, instructions/restrictions specific to the country of destination made available by the Company on “Power” (intranet portal) or through International SOS shared master portal.

Check the country of destination requirements contained in the Pre-Trip Advisory (travel agency/International SOS):

- When the travel agency is connected to International SOS travel locator services: the business traveler will automatically receive an International SOS “Pre-trip Advisory” by email upon booking a ticket in the “pre-trip advisories”. Both the Health & Safety and Security situation and requirements (i.e., mandatory, or recommended vaccinations) in the country of destination is addressed and may include some “Important message” information from Hitachi Energy.
- In case a travel agency is not connected: it is mandatory for the traveler to use “MyTrips” to self-declare itineraries in order to trigger the “Pre-Trip Advisories” and other services, such as the traveler tracking (ref. International SOS).

Get informed on the mandatory trainings and set up their profile with the travel agency and International SOS tools: Assistance App, MyTrips, TravelReady, Emergency record (See International SOS).

#### Know the administrative procedures

Make sure to have a valid passport; some countries require specific validities.

Enquire with the travel agency or the website about the necessity to get a visa, and the lead time to obtain it.

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Book the transport tickets via the Country designated business-travel agency or, if available, an online agency, which allows to benefit from the associated travel services; follow up, alerts and assistance in travel and in case of emergencies.

### **Request the line manager's /country security manager's Approval**

Make sure to receive the Line Manager/Hub (in specific situations) approval prior to any trip.

For higher-risk countries, in addition to the line manager's approval, the receiving Country security manager approval (the Regional Security Manager when there are no Hitachi Energy physical assets in the receiving country) is also required.

**Note:** It is important to not wait until the last moment to send the online TravelReady form as at least 5 to 7 days may be required to prepare the necessary protection and escort measures. In case of urgency (unplanned & last-minute trip), then seek support to the Security function by calling -as a minimum- the regional security manager

Once the traveler's line manager has approved the TravelReady form it will then be sent to the receiving country security manager (or designated correspondent) for approval.

### **Receive the country Validation**

Sending the itinerary to the receiving country, in writing, as soon as agreed with the local correspondent once the program is set up.

Communicating the information related to the arrival and departure details and never forgetting to keep them updated on all possible changes.

Informing them on specific points, such as the traveler health condition.

Travelers are only allowed to travel once all the necessary approvals are obtained.

## **3.2. Responsibilities of the sending country**

The Hitachi Energy managers sending employees abroad are responsible for ensuring that they are aware of and comply with the policies and procedures by:

- Implementing an authorization process for business travel and a procedure for those traveling to countries where Hitachi Energy does not operate.
- Checking that any employee they send abroad has read, understood, and follows the instructions (i.e., employees with limited knowledge of the English language).
- Ensuring that travelers without an access to the Hitachi Energy network receive the relevant information in digital or paper form (instructions, contact details, emergency numbers, etc.)
- Making sure that the trip has been validated by the receiving country.
- Ensuring that the employees can benefit from the travel agencies or the online booking tool (when available) connection to International S.O.S. and associated services such as tracking of travelers, alerts, and assistance.
- Requesting that the employee checks with the designated agency or the online booking tool (OBT) that he/she has an up-to-date traveler profile: employee ID, Business Line, business email address, Company cell phone, with international and country codes.

## **3.3. Responsibilities of the receiving country**

The CMD or the person designated to take on the responsibility will oversee the travelling employee by:

- Organizing the logistics of the stay ("Meet and Greet", transfers, etc.).
- Giving the traveler, before departure and in writing, all the information related to the trip: from the "Meet and Greet" to the departure.

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- Informing the traveler about the specific rules to be respected, the behaviors to adopt and/or to avoid, the risks and the issues to consider in the country and to give a permanent contact point.
- Making sure the logistics of the stay are adequately set up during the entire trip of the traveler.
- Putting in place and providing the necessary escort measures (when needed) required for the traveler's security.

The employee can only initiate the business trip **only** when all these conditions are met.

## 4. Travel requirements

In case of any doubt, travelers should contact the security point of contact for the destination country or Hitachi Energy Security via [travel-security@hitachienergy.com](mailto:travel-security@hitachienergy.com).

### 4.1. Prior to travel

#### 4.1.1. Travel Insurance

Hitachi Energy has contracted a global comprehensive travel insurance with Chubb as of July 1, 2020. It covers the employees before and during worldwide business trips up to 365 days (private trips as an extension of business travel in the country of destination before, during and at the end of the business trip abroad are insured). Guests and Consultants are eligible only on demand.

Requests for travel certificates:

- For general requests, employees should go to the online certificate tool to download it: <https://travelcertificate.chubbinsured.com/en> (policy number **CHBMNA12534**).
- For requests to high-risk countries, travelers should inform the insurer for approval by sending an email to: [certificates-ch@chubb.com](mailto:certificates-ch@chubb.com) (response within 2-3 working days) in the following cases:
  - The local state authority (i.e., department of foreign affairs) has issued a travel warning before the trip is booked.
  - A country or a region is assessed by International SOS as Extreme security-risk prior to booking.
  - An approval is only needed if the trip involves traveling to the higher-risk area when a partial travel warning is in place.
- For more information on the benefits, business travelers should consult their HR Department.

International SOS is an assistance company, not an insurance company and will liaise with Chubb to seek for a guarantee of payment for medical expenses abroad.

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#### 4.1.2. Health & Safety and Security risks

Before traveling, travelers should be aware of the medical, safety and security risks in the country of destination. Such information can be found either on International SOS Travel risk map, International SOS Master Portal, or alternatively through the Assistance App (See International SOS). Travelers are also encouraged to consult other external sources such as their Ministry of Foreign Affairs, the WHO (World Health Organization), the CDC (Center of Disease prevention and Control) or the national public health institutes, etc.

For medical risks mitigation, travelers should:

- Take the mandatory medical travel risk awareness training (i.e., malaria e-learning for travelers to malaria risk areas),
- Be fit for travel,
- Have the mandatory vaccinations (i.e., yellow fever) and tests (i.e., PCR),
- Organize to get the needed prophylaxis (i.e., malaria risk),
- Have a travel medical kit or first aid kit that can be obtained in the company occupational health center (when available) or from the family doctor,

For security risks mitigation, traveler should consider the following:

- Take the mandatory security travel risk awareness eLearning (and other relevant module according to the country environment or gender),
- If travel involves high and extreme security risk destinations, then the responsible Country Security Manager and/or Region Head of Security will be consulted to carry out a risk-assessment. The trip will only be able to take place after all measures (i.e., use of armored vehicles, personal protection, and a detailed emergency management plan) are in place and the TravelReady process is complete (See International SOS).
- In all cases, travelers need to ensure to have a contact person in the country of destination to understand the local medical and security risks when a non-Hitachi Energy organization takes care of the local arrangements.

#### 4.1.3. Travel logistics (accommodation and transportation)

All travel arrangements should be done prior to traveling in collaboration with the Hitachi Energy host country organization or a trusted third party (customer, hotel, taxi company). In the countries where Hitachi Energy does not operate, the local transport is organized with the client or the hotel.

For higher-risk countries, travelers should get in touch with the Regional/Cluster/Country security manager of their country and work closely with the customer (if applicable) to gather the necessary information to organize the logistics in a safe manner. The security manager will assess the risks and help putting in place the local travel and security arrangements (by providing advice on secure accommodation, airport pickup/meet-and-greet service, etc.).

#### 4.1.4. Booking and Registering Travel

The travelers should book via the designated Hitachi Energy travel agency in their country or the online travel booking systems (travel agency, hotel booking, i.e., Hotelzon).

They should make sure to provide their Hitachi Energy business email address, Company cell phone number, Employee ID and Business Line when booking.

When booking outside the travel agency, then travel arrangements need to be self-declared in MyTrips or Tracker (See International SOS tools).

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#### 4.1.5. Travel Documentation

Travelers ensure to have all the required travel documentation for the country of destination (copies and scans are advised in case of theft or loss), including (but not exclusive):

- A valid passport
- Visa, entry and exit permits (when required)
- Note: Travelers should ensure to have a valid and appropriate visa for business travel
- Traveling with a tourist visa on a business trip may lead to serious consequences.
- Work permits and/or other work-related documents (when required)
- Driving license (when required)
- International certificate of vaccination (yellow booklet), original prescriptions, and prophylaxis (if needed).

#### 4.1.6. Preparing for an Emergency

Travelers should always be reachable and carry one or more communication equipment, such as a mobile phone with pre-registered useful numbers in case of emergencies (i.e., country emergency services numbers - police, fire, and ambulance, embassy, International SOS Assistance Centers, etc.) and print a copy of the list of important numbers.

They consult International SOS country travel advice to identify the relevant emergency numbers and consider using a satellite phone when traveling to remote locations (when legally allowed at the point of departure, transit points and destination). Such information can be found on the International SOS website in the country specific "Travel" section and the sub-category "Phone & Power".

#### 4.1.7. Travel in groups and business continuity

Travel in groups must be arranged for business continuity, insurance, and reputational reasons in the unlikely event of an accident.

Each of the following combinations of key positions should not travel by using the same mode of transport and be in the same carrier together:

- CEO and Chairman
- CEO and CFO
- Region / Business Unit presidents and their deputy (in most cases the CFO)

For air transportation, the following maximum number of key positions is allowed on the same flight:

- 3 Hitachi Energy Executive Committee (EC) members
- 2 Business Units presidents
- 1 Head of Region

For all other transportation modes, it is recommended to minimize the number of EC members at the same time and in the same vehicle.

This list is not exhaustive. Exceptions can be granted based on a written risk assessment.

Therefore, no more than 15 Hitachi Energy travelers travel together in one mode of transport (i.e., plane, bus, train, boat, etc.). Written exceptions can be granted:

- By the responsible (Hitachi Energy) Business Line Manager if all travelers are from different business lines
- By the responsible business president if the travelers are from different business lines but the same business
- By the Country Managing Director of the country from where the largest group of travelers originates if the travelers are from different businesses

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## 4.2. During travel

### 4.2.1. Travel risk exposure

Employees may face unexpected events when traveling abroad, such as medical issues or security incidents. It is very important to consult and seek for advice (i.e., by talking to or by being referred to a medical doctor) and address the situation before it becomes an emergency.

When needing medical or security advice (feeling unwell/needing a medical consultation, suffering from an accident, and needing to be hospitalized, or being uncomfortable about a security situation), the business traveler should always consider informing both his/her manager and International SOS as soon as possible (See International SOS).

Based on the urgency of the situation, the traveler informs The Regional/Cluster/Country security manager.

In case of being hospitalized, always inform any of International SOS Assistance Center immediately (See. International SOS).

### 4.2.2. Integrity risks

Facilitation payments (so-called grease-payments) involving the offering of an insignificant amount or advantage to a Public Official to expedite or secure a 'routine government action', are prohibited under the Hitachi Energy Directive Bribery and Corruption. If travelers are approached with a request for a facilitation payment, they should act according to "PGR-LI-02 Antibribery & corruption section 2.3":

- Reject paying and refer to the company policy which prohibits facilitation payments
- Question the legitimacy and the need for the payment and ask whether you will receive a receipt
- Contact your Country Integrity Officer or local legal counsel for assistance

According to "PGR-LI-02 Antibribery & corruption section 2.3.2":

"The only exception to the prohibition is cases of serious health or security situations. If solicited under such circumstances, facilitation payments may therefore only be made on an exceptional basis, if it is necessary to secure governmental services (i.e., police protection, medical evacuation) in response to a serious health or security situation or if the person reasonably feels that he or she is under severe duress or in imminent jeopardy of serious harm to his or her personal integrity or physical safety and no other prudent alternatives are available. If an employee determines that such a situation is occurring, then the employee should immediately contact the Hitachi Energy Emergency Line for advice if safely possible.

If the situation is such that no advice can be obtained or the advice is to pay, then facilitation payments made under such exceptional circumstances must be promptly reported and documented in detail by the employee to his/her superior, to the Country HSE Manager and the Region Head of Integrity/Country Head of Integrity, in order to make sure that they are reviewed for their legitimacy and are correctly handled and properly booked in the records of the respective Hitachi Energy Company."

## 4.3. After travel

### 4.3.1. Incident Reporting

Travelers are requested to report any incident or dangerous situations to the Hitachi Energy security contact person responsible in the destination country and to the Hitachi Energy Security via [travel-security@hitachienergy.com](mailto:travel-security@hitachienergy.com). Travelers can also provide feedback on health, safety, and security aspects of the travel arrangements (i.e., hotel, local transport) via these channels.

If an incident has not been reported during travel, travelers are encouraged to formally report it upon their return to their line manager and Hitachi Energy Security Department ([travel-security@hitachienergy.com](mailto:travel-security@hitachienergy.com)) for further analysis, debriefing, and for lessons learned, in order to improve future missions of employees.

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### 4.3.2. Insurance claims

Chubb insurance can be contacted for any other claim than medical treatments and emergencies (managed by International SOS) on the following website: <https://www.chubbclaims.com/ace/ch-en/welcome.aspx>. A claim file can be filled out and sent to the business traveler local unit when having a local insurance policy or to: Email: [Claims.Service@chubb.com](mailto:Claims.Service@chubb.com) Chubb Insurance (Switzerland) Limited.

## 5. International SOS: Medical and Security assistance services

International SOS is our partner for medical and security assistance services before, during, after travel and in emergency cases. All services are available 24/7-365 days to all the employees travelling for business for the Company.

Regions	Assistance centers	Phone number
Americas	Philadelphia	+1 215 942 8226
Europe, CIS	London	+44 20 8762 8008
Asia, Australia, or Pacific	Singapore	+65 6338 7800
Africa or Middle East	Dubai	+971 4 601 8777
<b>Hitachi Energy membership number</b>	<b>22ACAM845356</b>	
<b>International SOS website</b>	<a href="https://www.internationalsos.com">https://www.internationalsos.com</a>	
<b>International SOS app</b>	<a href="https://www.internationalsos.com/assistance-app">https://www.internationalsos.com/assistance-app</a>	

Travelers can call any of International SOS Assistance Centers before or during travel for medical and travel security advice. All coordinates are available on the Master portal, through the Assistance App and the membership card and brochure.

Free of charge advice by phone to the International SOS Assistance Centers is included in Hitachi Energy's membership for employees to prepare their business trips abroad.

While abroad, travelers can contact International SOS for all medical and travel security inquiries, be they of a routine or emergency nature (i.e., loss of travel documents, loss of medication or medical equipment, referral to an appropriate medical facility, arrangement of medical transportation and care, patient monitoring and medical repatriation).

In need of medical care, International SOS Assistance Center can be contacted for referral to an appropriate medical facility. Certain services of International SOS could incur additional costs, which would require to contact the insurance. In order to ensure that the traveler is attended at best in emergency cases and that all costs are reimbursed, it is important that travelers inform International SOS and their line managers as soon as possible. International SOS will liaise with the medical insurance provider accordingly and follow the case from the medical care, hospitalization, evacuation and dealing with expenses and coverage. The International SOS membership does not constitute or replace a medical insurance.

Different tools are available to help travelers in the different phases of their mission:

### 5.1. International SOS Master portal

Country medical and security information and advice can be found on the Master Portal together with the links to the different tools made available to the employees. Travelers check the International SOS travel risk ratings to assess the medical and security risks of their country of destination.

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It is available in different languages and is accessible through the website: <https://www.internationalsos.com/MasterPortal/default.aspx> (Membership for Log In 22ACAM845356).

The country travel advice contains different sections with useful information such as air travel, road, and traffic conditions, driving standards, taxis and public transport, etc.

## 5.2. International SOS Riskmap

The riskmap <https://www.travelriskmap.com/#/planner/map/security> allows to check the medical or security risk levels in any country of the world.

There are five categories of travel (medical and security) risks: insignificant, low, medium, high, and extreme risk.

In principle travel to insignificant or low risk locations can take place with common sense security precautions. Traveling to Medium, High and Extreme Risk location will trigger a TravelReady Form, with an authorization and a validation process.

## 5.3. MyTrips

MyTrips tool <https://mytrips.travelsecurity.fr/Login.aspx> allows a manual declaration of trips when booking a ticket via a designated Hitachi Energy travel agency or an online travel booking system has not been possible or when part of the itinerary has been booked by the receiving country.

In such case, the travelers or the person designated to support the employee (i.e., travel administrators) must register the missing travel details in MyTrips tool so that they get uploaded into Tracker tool.

Travelers should ensure to have created a MyTrips account and that their profiles are up to date with the correct email address and mobile phone number(s). Hitachi Energy can use these contact details to communicate with them travelers in case of an emergency.

## 5.4. Assistance App

Travelers must download International SOS Assistance app <https://www.internationalsos.com/assistance-app> on their cell phone and get familiarized with its functions before traveling abroad.

It can be used to get informed on the situation in their country of destination, get the latest alerts and call the closest Assistance center for queries, in case of emergencies, or to geolocate themselves by using the Check-In function.

The App is the easiest way to call the nearest International SOS assistance center. It is advised to carry at least one copy of the International SOS membership card which also includes the number of the assistance centers as well as the Hitachi Energy membership number. The membership card can be printed from the International SOS website.

## 5.5. TravelReady platform (TRF) and Covid-safe

For travel to Medium, High and Extreme medical or security-risk countries travelers will need to receive approval prior to travel via the [TravelReady platform](#).

The platform comprises a Covid-Safe function that allows assessing the feasibility of a trip taking into consideration both the country of departure and the country of destination of the traveler, as well as his/her constraints (health condition, quarantine obligations, etc.)

When booking a trip to higher-risk countries, travelers will automatically receive by mail a Pre-Trip Advisory containing a link to a TravelReady form. Travelers fill in the TravelReady form, submit it for approval and ensure to receive approval prior to travel.

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According to the level of risk, 1 or 2 approvals are required:

- For Medium Risk countries: Line Manager authorization only,
- For High and Extreme Risk countries: Line Manager + Country or Regional Security Manager levels of validation will be required to authorize and approve a trip, through a workflow of emails.

The manual TRF can only be used in exceptional cases (i.e., when the platform is down or the travel agency not reachable, an emergency, such as an urgent service or meeting request, etc.)

## 5.6. Training Hub

The **Training Hub** digital platform comprises of different recommended and mandatory eLearning modules and micro-learnings on Health & Safety and Security.

Any employee should follow the basic “*Introduction to Membership*” training and the mandatory “*Medical or Security Travel Risk Awareness*” (TRA) before travelling abroad.

The malaria eLearning is mandatory in malaria high-risk countries.

## 5.7. Registering Emergency Record

Travelers can use International SOS Emergency Record, accessible via <https://emergencyrecord.international-sos.com>, to register personal information for emergency response purposes. This is done on a voluntary basis.

Hitachi Energy Security recommends travelers to store copies of passports and register their emergency contacts, especially when visiting medium, high, or extreme travel risk locations. By using Emergency Record travelers agree to provide permission to Hitachi Energy and International SOS to access this information, if required. Access to these records will be kept confidential and will only be available to authorized persons within Hitachi Energy and International SOS for emergency response purposes.

## 5.8. Tracker

This tool is centralizing all information related to an employee business trip (flight details, hotel, car rental) based on the bookings done through the designated travel agency.

Once a traveler books a trip, the travel agency sends it to International SOS Tracker system which triggers the following workflow:

- PTA sending by email to the traveler with the TRF for Medium, High and Extreme risk countries.
- Alerts sending by mail for the country of destination when major events occur.
- Check-ins sent by travelling employees will indicate their temporary location.

A few authorized employees have access to the tool and can trigger messages in case of emergency situations.

## 5.9. Data privacy

The following travel data provided by the designated Hitachi Energy travel agency upon booking, by the traveler through MyTrips or when using the International SOS assistance app “check-in” functionality is:

- Name of the traveler
- Email address
- Mobile phone number
- Booking or Home country
- PNR number
- Travel itinerary (flights, car rental, train)
- Accommodation

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The data transmitted is based on bookings.

The legal ground for the personal data processing is in the legitimate interest of Hitachi Energy to ensure the company's Duty of Care towards their employees and contractors, to inform them of risks they may incur before or during travel. Hitachi Energy and International SOS are not monitoring the travelers' location in real-time but allow travelers to provide their location voluntarily via International SOS Assistance App ("check-in" functionality which logs the location of travelers at the moment they are pressing the check-in button for the next 48 hours).

Once a trip has ended, it will remain in Tracker tool for 31 days. Afterwards it is archived on encrypted backup server by International SOS for 1 year (<https://www.internationalsos.com/privacy>).

This processing of personal data is proportionate to the legitimate interest it addresses, is carried out in the least intrusive manner possible and is targeted to the specific area of risk only, where possible geographical, data-oriented, and time-related.

## 6. Additional Information

### 6.1. Listing of related documents

Ref #	Document Name	Document No
PGR-HR-01-03	Global Travel Policy	8DAA5002059

## 7. Key terms and abbreviations

Abbreviation or Term	Description
TRF	Travel Ready Form
HE	Hitachi Energy
CMD	Country Managing Director
PTA	Pre-Trip Advisory
TRF	Travel Ready Form

## 8. Revision History

Rev.	Description	Date
A	First release version of the Hitachi Energy Travel Security Management Standard	04/30/2021
B	New branding	02/09/2022

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