

From: ROWAN PAPER INTERNATIONAL
Sent: January 2 22:20:56 PM GMT
To: All Affiliates
Subject: Annual Meeting: Bangkok, Thailand, March 24–27

Meeting Etiquette

Since we all come together from different traditions and cultures, here are some guidelines to make this meeting run smoothly:

- Please arrive promptly for meetings.
- Dress is business casual: no ties or jackets required. However, no denim or shorts, please. Women should feel free to wear slacks.
- Please refrain from making or taking calls, or texting during meetings. Put all phones on vibrate mode. If you have an urgent call, please step outside into the corridor.
- Note: Please treat everyone on a first-name basis.

FYI: Food is international style. All meals will provide non-meat options. If you have a special dietary requirement, please speak with Ms. Parnthep at the front desk.

See attached meeting agenda for advance planning.



Bangkok agenda

ROWAN PAPER INTERNATIONAL

Agenda-March 24

8:30	Breakfast buffet	Salon Bangkok
9:15	Welcome and opening remarks Philippe Martin, President and CEO	Ballroom
9:45	Fourth quarter results and discussion Angela de Groot, CFO	Ballroom
10:30	Coffee break	
11:00	International outlook and integrated marketing plans Sergio Montenegro	Ballroom
12:00	Luncheon	Gallery
2:00	Regional marketing plans	
	• U.S. and Canada Group	Salon A
	• Mexico and Central America Group	Salon B
	• Caribbean Group	Salon C
	• South America (Southern Cone and Andes) Group	Salon D
	• Brazil	Salon E

C ▶ 1:02 **PHOTO STORY** Read and listen to a conversation between two participants at the meeting in Bangkok.

Understand English speakers from different language backgrounds.

Teresa = Spanish speaker
Surat = Thai speaker



Teresa: Allow me to introduce myself. I am Teresa Segovia from the Santiago office. *Sawatdee-Kaa.*

Surat: Where did you learn the *wai**? You're Chilean, aren't you?

Teresa: Yes, I am. But I have a friend in Chile from Thailand.

Surat: Well, *Sawatdee-Khrab.* Nice to meet you, Ms. Segovia. I'm Surat Leekpai.

Teresa: No need to be so formal. Please call me Terri.

Surat: And please call me Surat.

Teresa: OK. Surat, do you mind my asking you a question about that, though?

Surat: Not at all.

Teresa: Is it customary in Thailand for people to be on a first-name basis?

Surat: Well, at company meetings in English, always. In other situations, though, people tend to be a little more formal. It's probably best to watch what others do. You know what they say: "When in Rome . . ."

Teresa: Mm-hmm . . . , "do as the Romans do!"

*Thais greet each other with a gesture called the wai and by saying "Sawatdee-Kaa" (women) / "Sawatdee-Khrab" (men).