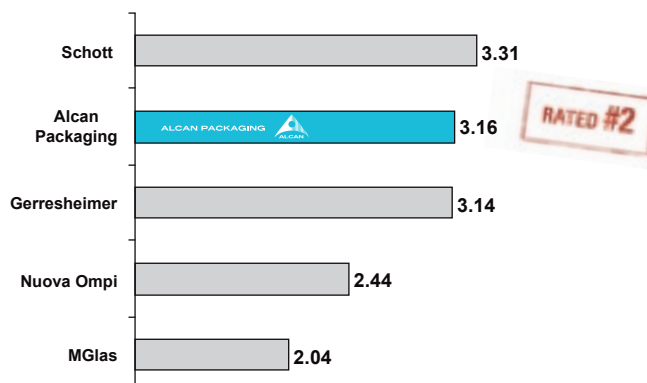


2009 European Glass Pharma Packaging Image Study

General Reputation

- This image study, carried out during March/ April 2009, aims to assess the performance of the main players on the European glass pharma market.
- The survey was conducted electronically and anonymously. Alcan Packaging was not mentioned as the sponsor of the study to the respondents.

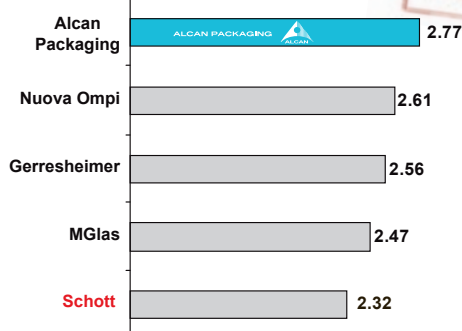


Alcan Packaging is rated to have the 2nd best reputation in Europe, closely behind Schott

For all ratings, weak rated 1, average rated 2, good rated 3 and excellent rated 4

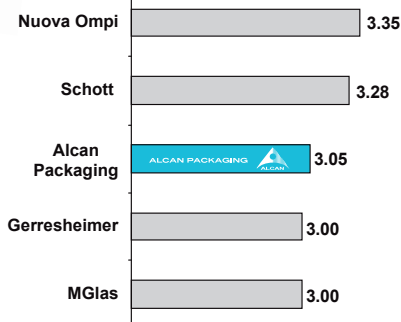
Products

QUALITY - PRICE RATIO



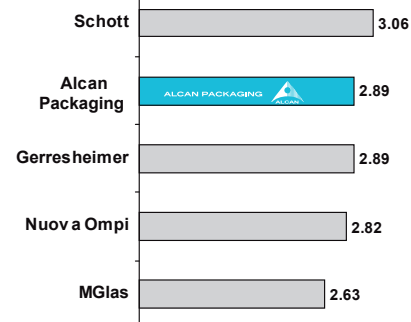
Alcan is evaluated the best in quality - price ratio while Schott is seen as the least satisfactory.

PRODUCT RANGE



The product range of Ompi and Schott are seen as the best, followed by Alcan of which the product range is perceived as good.

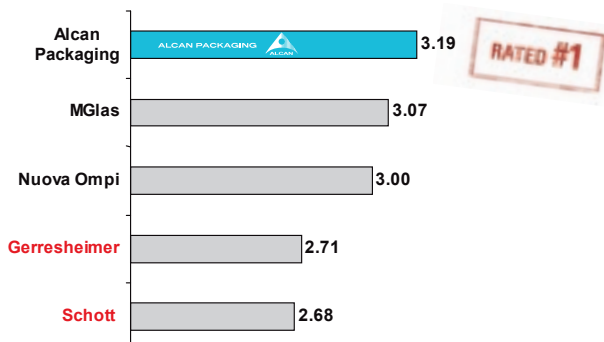
GEOGRAPHIC PRESENCE



Schott is considered to have the best geographic presence and global mindset; Alcan and Gerresheimer follow neck and neck behind.

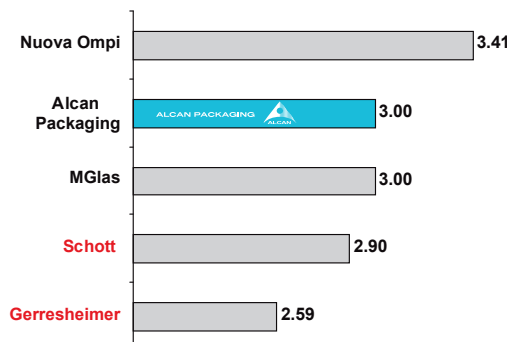
Services

DELIVERY PERFORMANCE



Alcan is evaluated to have the best delivery performance while Schott and Gerresheimer are far away behind

TECHNICAL SUPPORT

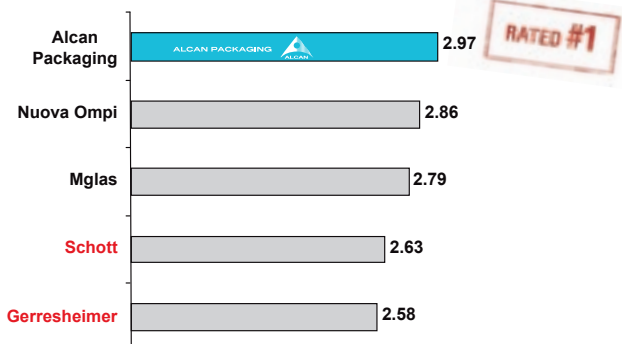


After Ompi, Alcan is rated the 2nd in terms of technical support while Gerresheimer is evaluated to be the least satisfactory

2009 European Glass Pharma Packaging Image Study

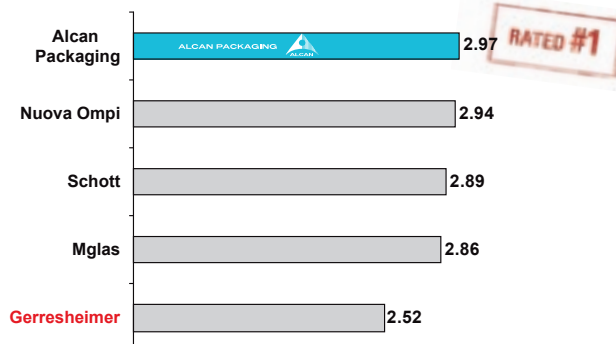
Sales and Marketing

EFFICIENCY OF COMMERCIAL RELATIONSHIPS



Alcan is perceived to have the best understanding of customers' business needs and a good efficiency of their commercial relationships, while Schott and Gerresheimer still leave something to be desired

COMMUNICATION EFFICIENCY AND CLARITY

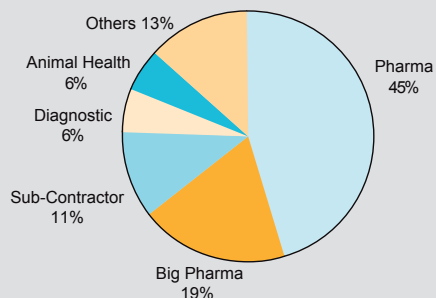


In terms of communication clarity and efficiency, all the companies are rated well except Gerresheimer. Alcan is rated at the top

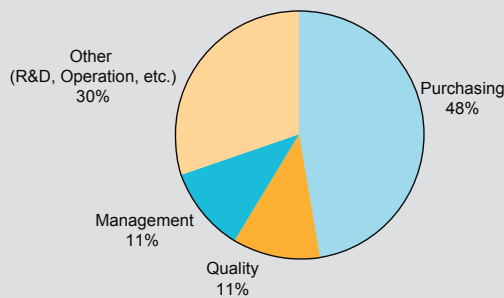
Respondents At A Glance

- Launched in March / April 2009, this study:
 - received 53 responses
 - from 36 different companies
 - representing 12% of the total surveyed population and 16% of the surveyed companies.

BY MARKET SEGMENT



BY JOB CATEGORY



For further information or any questions regarding the 2009 European Glass Pharma Packaging Image Study, please contact:

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