

This document applies to all visits by external entities and suppliers contracted by Volcalis to carry out activities on their premises or on their behalf.

With the implementation of the *integrated management system* (quality and environment) and hygiene and safety procedures, it's fundamental that everyone is aware of the good practices to be followed in relation to our activity.

Volcalis would like that the information in this document was communicated, disseminated and understood by all persons who moves or stay for a few time on its facilities. For this reason, we ask for the help of the leaders of the supplying companies to tell this information to everyone involved.

PRINCIPLES OF BEHAVIOR

It's essential to consider good environmental, health and safety practices and a commitment to legal requirements, the organization's policy and other applicable regulations.

IT'S MANDATORY:

- To be always identified during the time you are in the Volcalis. The identification must include at least the name of the supplying company (if possible, you must wear reflective clothing with high visibility). When arriving at Volcalis, you should go to the administrative building to validate your entry and, in the case of visits, collect a visit identification card.
- To use good safe working practices and follow the instructions for environment, hygiene and safety, provided by the Volcalis technician.
- To respect and follow the safety signs, which can never be removed or hidden.
- To use the, essential and the most suitable, personal protective equipment for the work to be done.
- To keep the accesses and traffic routes free and the fire fighting equipment and emergency exits unobstructed.
- To report immediately any incident/accident at work that occurs at the Volcalis facilities during the service provided.

IT'S FORBIDDEN:

- Consume any type of drugs or alcohol during the work period, or outside of it, if that behavior may influence the performance during work.
- To smoke and / or to fire outside the places destined for the purpose.
- Access other places in our facilities that are not the location of the work to be done.
- To photograph and film any equipment, project, scheme, picture, etc., during the service.

ENVIRONMENTAL, HEALTH AND SAFETY RULES TO FOLLOW

VEHICLE CIRCULATION

- Driving vehicles or machines on our facilities must be done at a moderate speed. The speed limitation established must be respected and must follow the traffic signs, always adapting them to the conditions of the moment (atmospheric conditions, construction, loading and unloading or other).
- In the absence of specific traffic signs, is valid the portuguese's *road code*.
- Circulation in our facilities must be limited to the area where the service is provided or the product is delivered.

EXECUTION OF WORK

- Do not manipulate any equipment or tools if you are not qualified to do so.
- Respect the general signs and the safety signs in our facilities and to identify very well the place of the works to avoid accidents at work.
- Do not obstruct accesses for circulation, emergency exits or accesses to fire fighting equipments and electrical panels.
- Do not remove the equipment or machine guards.
- Keep cabinets and electrical boxes closed.
- Use harness and suspension cable to do work at heights. When working with a risk of falling from a height, collective protection must be used first, and then personal protective equipment must be used.

CLEANING, ORGANIZATION AND STORAGE OF MATERIALS

- Keep the workplace clean and free from obstacles.
- The workplace must be organized and cleaned as soon as the work is completed.
- The storage of materials and equipment must be done in a specific place that will be indicated by our staff in our facilities.
- It's forbidden to store objects in places that make it possible for materials to fall, or in circulation routes, accesses and emergency exits.
- Use only products in properly labeled containers.
- The storage of dangerous substances must be in an authorized place, with the respective safety data sheet and inside appropriate containers, in order to avoid possible leaks or spills.
- Avoid spills of oil or other dangerous substances.

TOOLS, MACHINES AND EQUIPMENTS

- All machines and equipment to be used in the work must have the respective documentation.
- The tools and devices used by the supplier must be in good condition and comply with safety requirements according to current legislation.
- Equipment and machines safety devices (protections of moving parts, sharp edges, sharp parts, etc.) can only be removed for maintenance, repair or cleaning operations, after the necessary safety measures have been taken. After finishing the work, the protections must be placed immediately.

- The machines and electrical equipments must be in perfect condition and functioning, e.g. extensions and earthing connections.

WASTE PRODUCED

- The supplier is encharge for the waste produced during the execution of the work. If agreed, Volcalis can assume this responsibility, however the waste must always be stored very well in an appropriate place.
- Visits and suppliers must proceed to the correct separation of waste in the several containers identified and distributed by our facilities.
- It's forbidden burn waste in our facilities.

WATER RESOURCES PROTECTION

- The liquid effluents that may result from the execution of the works must be collected and sent for appropriate treatment.
- It's forbidden the discharge of oils, inks, solvents or other dangerous substances, on the soil, in the water lines and in the wastewater and rainwater.

USE OF NATURAL RESOURCES

- All activities should be done with a view to reducing consumption of natural resources: water and energy (electricity, gas, fossil fuels).
- Don't leave the taps open. If you observe an open tap, please turn it off.

EMERGENCY SITUATIONS

- In emergency situations, visits and suppliers and employees of subcontracted companies must respect the signage, emergency procedures and all instructions provided by the environment and safety technician and the person in charge of the emergency.
- In emergency situations, visits and suppliers and employees of subcontracted companies must respect the signage, emergency procedures and all instructions provided by the environment and safety technician and the person in charge of the emergency. In order to avoid further damage, it's the supplier's responsibility, to resolve it, as soon as possible. All situations must be communicated to us.