

SERVICE PROVIDERS

ENVIRONMENT & SAFETY MANUAL

Accessing this manual means that you have been employed by Sanitana.

We would therefore like to provide you with a list of environment and safety recommendations we consider important to prevent incidents from occurring during work.

Manuel Oliveira
Human Resources Manager

WHY YOU SHOULD READ THIS

This manual is applicable to all duties and jobs performed at Sanitana's facilities. It was compiled to inform, guide and help Subcontractors to comply with the Environmental and Safety standards and procedures to be followed at Sanitana's facilities.

The Subcontractor is responsible for ensuring that its own or subcontracted employees know, understand and comply with the procedures contained in this manual.



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1. INTRODUCTION

Sanitana believes that it is essential to comply with environmental and safety standards at work for the organisation's continuous improvement, so we undertake to maintain a work system where these standards are adapted to the activities carried out, in constant compliance with the law in force.

The aim of the company is therefore to achieve the aforementioned objectives by:

- Promoting and guaranteeing compliance with Sanitana's environmental procedures;
- Promoting and ensuring a safe working environment for everyone;
- Promoting the awareness and commitment of its employees so that their activities comply with safety standards and procedures;
- Promoting participation of employees in the development of occupational safety and health;
- Maintaining an emergency system that effectively responds to strategies for fighting and preventing a fire, first aid and evacuation in case of accidents.

2. ACCESS CONTROL

2.1. DOCUMENT CONTROL

Sanitana's Human Resources department will control all documents granting access to the company's facilities. This requires **each employer to organise a dossier** containing a list of its contracted employees and freelancers working on the premise:

GENERAL DOCUMENTS:

- Construction permit (if applicable);
- Taxpayer's ID card;
- Copy of the Work Accident Insurance and last receipt payment;
- Copy of the Civil Liability Insurance and last receipt payment;
- Certificate of Good Standing from Social Security and the Tax Office.

OCCUPATIONAL HYGIENE AND HEALTH DOCUMENTS:

- Safety and Health Plan (if applicable) or safety procedure sheets relating to work to be performed;
- Medical Fitness Certificate for all employees (duly updated) working at our plants;
- Receipt for Individual Protection Equipment delivery to employees;
- Certificate for "Special Works" (For i.e. forklifts , cranes, electricity, gas, work at a height...)
- Certificate of Compliance and maintenance record for machines and equipment to be used at Sanitana's facilities;
- Machine and equipment instruction manual (equipment insurance, if applicable).

WORKERS:

- Present at the gate of Sanitana the ID Card or Passport with a valid residence permit (for foreign workers);
- Work clothes bearing the name of the respective company.

2.2. PROCEDURE TO BE FOLLOWED WHEN ARRIVING AT SANITANA

- Everyone must identify themselves at the front gate and state the name of their contact person at Sanitana;
- They must pick up their visitor's card and wear it in a visible place whilst they are at the factory;
- They must not disturb or interfere in work being done by Sanitana's employees;
- They must not touch any parts being produced or in the warehouse;
- It is forbidden to take photos or videos without permission from Sanitana's authorised personnel;
- It is forbidden to take alcoholic beverages into the factory and/or consume them on the premises;
- Work performed under the effect of alcohol and/or drugs is also forbidden;
- Sanitana reserves the right to inspect vehicles and people.

3. MACHINES

All suppliers of new machines, and before same are operational, must supply the following evidence regarding conformity evaluation:

- That the machine must be in accordance with the “Machines” Guideline valid on the date of its placement in the market place (currently Directive 2006/CE from 17/05) complying with all essential requirements regarding safety and health of which they are applicable;
- That at the time of delivery of the machine, same must be accompanied by technical literature, namely original instructions manual with translation in the Portuguese language, in accordance with the essential requirements of composition and content applicable as per the “Machines” Guideline valid at the time of its placement in the market place (currently Directive 2006/42/CE of 17/05)
- That the machine must be accompanied by a EU Declaration of Conformity in the Portuguese language and in accordance with the requirements of composition and content as per the “Machines” Guideline valid at the time of its placement in the market place (currently Directive 2006/42/CE of 17/05)
- That the machine must have EU marking of Conformity in accordance with the essential requirements applicable as per the “Machines” Guideline valid at the time of its placement in the market place (currently Directive 2006/42/CE of 17/05).

4. BASIC ENVIRONMENTAL STANDARDS

All suppliers and subcontractors must respect Sanitana’s internal management of environmental aspects and impacts and comply with the applicable laws, particularly as regards:

4.1. WATER AND WASTEWATER

- Only use the water that is strictly necessary for your activity;
- If liquid waste is expected to be produced during work or cleaning, the environmental supervisor must be informed in order to decide on its final destination (which may be the IRWTS or duly authorised company);
- It is forbidden to discharge effluents produced, including chemicals, detergents or oils, into the wastewater or rainwater networks;
- It is forbidden to throw cigarette stubs, household waste, etc. into liquid waste pipes.

4.2. CHEMICAL SUBSTANCES

- When handling chemicals that are harmful to the environment and/or oils, the appropriate retention basins must be used;
- Avoid spillage of oils or chemicals. If this occurs, use the emergency environmental kit to stop them, and immediately inform the environmental supervisor.

4.3. WASTE

- Use household waste containers specifically intended for urban or similar waste;
- Use other waste containers if previously agreed upon;
- Specify the need to remove deactivated equipment or parts not mentioned in the contract;
- It is forbidden to burn, abandon or throw waste onto the ground.

4.4. DIFFUSE EMISSIONS

- Avoid dust emission (if the activity carried out causes dust emission, the environmental supervisor must be informed in order to decide on the best form of action).

4.5. NOISE

- If a noisy activity is to be carried out, the subcontractor should inform the environmental supervisor and indicate measures to minimise risks.

4.6. CLEANING CONDITIONS

- Keep the workplace clean and tidy by storing all waste produced.

Sanitana may interfere in environmental aspects developed whilst visitors are on the premises if they fail to comply with environmental regulations (e.g. final destination of solid and liquid waste, etc.).

Special work may have additional regulations to be established by the environmental supervisor.

For further information, please contact the environmental supervisor.

5. BASIC SAFETY STANDARDS

- It is forbidden to use machines and equipment without proper authorisation;
- Smoking or lighting fires is forbidden at Sanitana's facilities;
- Keeping workplaces clean and tidy is mandatory;
- Keep circulation areas, as well as evacuation and access routes to fire-fighting equipment (fire hydrants and extinguishers, alarm buttons) unobstructed. Parking in front of fire-fighting equipment is forbidden;
- Complying with all safety standards and using the necessary IPE is mandatory;
- When work is in progress, it is forbidden to interfere with the production process or the normal operation of machines and equipment without proper authorisation;
- Before work starts, you should make sure that workers and equipment are not in danger.

5.1 IN CASE OF EMERGENCY

If the alarm is triggered off, stay calm and follow the instructions given to you by your companion or any member of the emergency team.

There are several types of alarms and you should be on the alert in case they are triggered off.

Detection Alarm - This alarm is triggered off upon detection of an eventual emergency situation. It is a discontinuous signal. When you hear this signal, you must pay attention to instructions given by teams but continue your visit or work being done.

Evacuation Alarm - This is a continuous signal. You should follow instructions given by your host, go to the nearest exit and stay at one of the meeting points outside.

End of Alarm - The alarm goes off and the end of the emergency is announced. You can return to the factory.

5.1.1. CONCENTRATION AREAS

Concentration areas are marked for workers to go to in case of total or partial evacuation.

- The following concentration areas are provided at **Sanitana 1 - Ceramics Factory:**
 - **Front Gate;**
 - **IRWTS;**
 - **Folder Preparation.**
- The following concentration areas are provided at **Sanitana 2 - Ceramics Factory:**
 - **Car Park;**
 - **IRWTS.**
- The following concentration areas are provided at **Sanitana 3 and 4 - Acrylics Factory:**
 - **Car Park;**
 - **Hydromassage Dispatch Quay.**

5.2. IN CASE OF A FIRE

If it is a small fire, you can try and put it out with a fire extinguisher after taking the following advice into account:

- Sound the alert and act immediately. Avoid fighting it on your own;
- Never put your life or others' lives at risk;
- If you can't put out the fire, leave the premises and close the doors behind you;
- If your clothes are on fire, you must take them off or roll over on the floor;
- If the smoke makes it difficult for you to breathe and see, you must lie down and drag yourself to the emergency exits.

5.3. CIRCULATION

- Vehicles must be parked in the visitors' car park. Vehicles may only circulate around the factory perimeter for loading/unloading purposes. Afterwards, they must return to the visitors' park;
- It is expressly forbidden to park in unauthorised areas. The Security Guard will tell you where to park;
- Vehicles may only circulate inside the factory premises if duly authorised to do so;
- Maximum speed is 20 km/h.

5.4. WORK IN HIGH PLACES

- All work in high places require authorisation from Sanitana. Work cannot be carried out until all protection measures are guaranteed;
- Duly certified scaffolding must be in perfect conditions of operation and conservation and be properly assembled and supported;
- Cranes and/or other machines may only be used when duly authorised by Sanitana;
- Machines and equipment to be used should comply with all Safety and Hygiene laws.

5.5. WORK THAT MAY GENERATE FLAMES, SPARKS OR HEAT

- All work involving flames, sparks and heat must be carried out at the outdoor metal works. If the situation prevents you from performing such work anywhere else, you must complete an **Open Flame Hot Work Permit**;
- This work should always be performed in the presence of at least 2 people;
- Adequate fire-extinguishers must always be available;
- You must guarantee that the environment is inert (non-flammable);
- Whenever possible, remove combustible, flammable and oxidising materials from workplaces, provide them with adequate protection;
- Working equipment must be in perfect operating conditions.

5.6. ELECTRICAL WORK

All electrical work require authorisation from Sanitana.

Whenever possible, electrical work must be performed with the power switched off and in accordance with the following regulations:

- Visibly turn on all voltage sources;
- Activate all cutting devices;
- Check for the absence of voltage;
- Earth and short-circuit all voltage sources;
- Place signposts all over the workplace;
- Make sure that no worker is at risk when turning the power on;
- The supervisor is responsible for inspecting electrical equipment before starting to use it;
- Live work must be performed by experienced workers who must be duly authorised and protected.

5.7. WORK PERMIT

- It is forbidden to perform any work without prior authorisation from a representative from Sanitana;
- When performing the work in the authorised area, all safety and hygiene standards in force must be complied with. For further information, please contact Sanitana's Safety Technician.

6. IDENTIFICATION OF MAJOR RISKS

The many different tasks to be performed obviously poses a wide variety of risks related to each one.

Action to be taken to prevent risks involves the preparation of a set of plans determined by the characteristics, dimension and complexity of the work.

The survey shown in the following pages refers to the main operations to be performed as well as the tools, machines and materials in general.

6.1. GENERAL RISKS

RISKS	PREVENTIVE MEASURES
Being run over or running over someone	<ul style="list-style-type: none"> • Whenever it is necessary, adequately signpost traffic and pedestrian areas (indicate work underway and entry and departure of vehicles); • Equipment must have alarms indicating reverse movements; • When necessary, use one or two workers to aid eventual manoeuvres (movement of equipment, materials, others); • Only circulate near equipment after making direct eye contact with drivers; • Only workers required for performing the task must remain on site; • Make sure that equipment is immobilised before leaving it; • Keep a safe distance between roads or vehicle circulation areas and workplaces or pedestrian areas.
Electrocution	<ul style="list-style-type: none"> • Check the state of repair of electrical tools, equipment, electrical extension leads or others on a regular basis.
Fire	<ul style="list-style-type: none"> • Keep sufficient fire-extinguishers at workplaces; they must be easy to access, visible and signposted.
Falls from high places	<ul style="list-style-type: none"> • Use of individual protection equipment (safety harness - during assembly, dismantling and maintenance); • Elevating work platform, safety net, footbridges.
Falls on the same level	<ul style="list-style-type: none"> • Store material in the appropriate place; • Keep the workplace free of obstacles; • Keep walkways unobstructed; • Periodic removal of debris/material.
Disorder	<ul style="list-style-type: none"> • Keep workplaces tidy; • Store different materials in safe places; • Collect waste and rubble and remove it periodically; • Coordinate activities performed locally or in the surrounding area.
Difficult access	<ul style="list-style-type: none"> • Use signposting to indicate eventual hazardous objects and situations; • Inform workers on how to organise workplaces and demand compliance with this.

6.2.1. OPERATIONAL RISKS

EQUIPMENT	FORESEEABLE RISKS	PREVENTION / PROTECTION MEASURES
<p>Use of Mobile Cranes, Stacker, Multi-function Loader</p>	<ul style="list-style-type: none"> • Crushing; • Entrapment; • Electrocution (through contact with electric wires); • Running over. 	<ul style="list-style-type: none"> • Study the manoeuvres to be performed beforehand; • Guarantee correct stabilisation and levelling of the vehicle in accordance with the land's characteristics; • Respect the crane's loading limits, using the specific loading diagram; • Guarantee compliance with safety distances with regard to live electric conductors; • Guarantee good visibility of workplaces; • Strictly follow safety regulations when driving/operating cranes; • Only qualified personnel may drive operate cranes; • Inspect the crane and its safety devices before starting operation at workplaces; • Audible reverse alarm; • Luminous signalling; • Ask a worker to help with crane manoeuvres; • Only qualified personnel may operate machines.
<p>Elevating Work Platforms</p>	<ul style="list-style-type: none"> • Falls; • Crushing; • Collapse of the Elevating System. 	<ul style="list-style-type: none"> • Provide sufficiently consistent and resistant support; • Level the platform using adequate expanders or shims; • Make sure it is securely braced; • Whenever necessary, use safety harnesses, slings and safety hooks as well; • It is expressly forbidden to perch on the platform's parapets; • If there is a gap of over 30 cm between the platform and the workplace, place a guardrails on this side as well. • If they are over 3x the height of the lowest side of the base, fasten them securely.

6.2.2. OPERATIONAL RISKS

EQUIPMENT	FORESEEABLE RISKS	PREVENTION / PROTECTION MEASURES
Welding and Deburring	<ul style="list-style-type: none"> • Fire - Explosion; • Flying particles and fragments; • Potentially hazardous gas and dust concentration; • Ultraviolet radiation. 	<ul style="list-style-type: none"> • Completion of the Open Flame Hot Work Permit; • Previous inspection of areas before welding; • Use of protective goggles (IPE); • Use of protective masks (IPE) (proper equipment for welding operations - acid gases and particles); • Use of ventilation when necessary; • Use of bulkheads to avoid projections; • Guarantee earthing of inductive loops.
Different Tools (hammers, pliers, etc.)	<ul style="list-style-type: none"> • Cuts; • Entrapments; • Crushing; • Flying particles and fragments. 	<ul style="list-style-type: none"> • Use of IPE (gloves); • Use of safety goggles and ear plugs (IPE) when required.

6.3. RISCOS ASSOCIADOS ÀS PRINCIPAIS PROFISSÕES E PROTEÇÕES RECOMENDADAS

EQUIPMENT	FORESEEABLE RISKS	PREVENTION / PROTECTION MEASURES
Heavy Machine Driver	<ul style="list-style-type: none"> • Objects falling from high places; • Objects falling on feet; • Shocks, blows, impacts on hands; • Noise; • Running over. 	<ul style="list-style-type: none"> • Use of safety helmet; • Use of protective boots with steel tips and insoles; • Use of mechanical protection gloves; • Use of ear plugs; • Specific signage and definition of pedestrian paths and machines;

6.4. SPECIAL RISKS

RISKS	ORIGIN	PREVENTION
Exposure to chemicals	<ul style="list-style-type: none"> Storage or handling of chemicals 	<ul style="list-style-type: none"> Remove any source of ignition of flammable or oxidising substances; Use of adequate IPE; Separation of chemicals and placement in retention basins according to their respective danger; Keep surrounding workplaces clean and tidy; In case of spillage, use existing contention resources (environmental emergency kit).
Falls from High Places	<ul style="list-style-type: none"> Work on scaffolds and platforms 	<ul style="list-style-type: none"> Compliance with the Occupational Construction Safety Regulation with regard to scaffolding; Use of scaffolding with all compulsory components: guardrails, baseboard, adequate planks and sufficient interior access paths, heads, duly secured and stabilised - certified scaffolding; Installation of guardrails in all openings where there is a risk of falling from high places; Use of adequate IPE (safety harness); Specific medical aptitude tests for workers;
Falling Objects	<ul style="list-style-type: none"> Lifting materials; Assembly / dismantling of heavy construction elements; Load movement. 	<ul style="list-style-type: none"> Cordoning off and signposting workplaces; Ensure correct work planning, sequence and methods; Work in overlapping areas is forbidden; Installation of collective protection devices and platforms; Use of adequate IPE (helmets); Use of lifting equipment and or adequate accessories subject to periodic checks; Equipment operated by qualified personnel; Ask a worker to help with loading/unloading and moving material; Check whether the equipment's loading capacity supports the load handled; Compulsory use of IPE (protective clothing).

7. PLAN FOR TRAINING AND INFORMING WORKERS

Pursuant to the Law on Safety, Hygiene and Health at Work, the employer must guarantee that workers are trained and properly informed with regard to the work they perform.

The aim of the **Plan for Training and Informing Workers** is to respond to this requirement by means of the following actions:

- Provide conditions for specific training of workers;
- Promote awareness-raising actions for workers in general;
- Put up notices containing general information with emphasis on important aspects.



8. OCCUPATIONAL ACCIDENTS

Pursuant to Decree-Law 260/71, of 21 August, **whenever an occupational accident occurs, the insurance company should be informed and a specific form** approved by Government Directive 137/94, of 8 March completed.

8.1. REPORTING A SERIOUS OR FATAL ACCIDENT

Inform the delegation closest to the **Authority for Work Conditions (AWT)** in a **maximum of 24 hours** (Art. 24 of Decree-Law 273/2003, of 29 October).

1. The incident must be reported by the Employer. If the injured person belongs to a temporary employment agency (supply of skilled labour), the incident should be reported by the general contractor.

2. Until an inquiry into the incident is carried out by the AWT, work likely to destroy or alter any remains left behind must be suspended, and people, machines and materials must be prevented from accessing the area, except for those aiding the victims.

3. The incident report must contain at least the following:

- Worker's name;
- Employer's name;
- Insurance company/Occupational accident policy number;
- Location of the accident;
- Probable cause of the accident;
- Type of injury and affected area of the body.

4. The Employer is solely responsible for reporting the incident to the insurance company.

The Implementing Entity must attach a report on incidents and accidents occurring during the course of the work.

9. DECLARATION OF KNOWLEDGE

The following declaration, regarding the knowledge of the Environmental and Safety Standards, stated in the previous pages, **must be submitted to Sanitana's Human Resources Department** before starting any work.

I, _____
Responsible for the Company _____

hereby declare that I am aware of and undertake to guarantee compliance with Sanitana's Environmental and Safety Standards set forth in the Environment and Safety Manual for Service Providers presented to me.

_____, ____ / ____ / ____

(signature)



Human Resources Department

Anadia, November, 2019

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