



Occupational Safety LHG  
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# REGULATIONS FOR EXTERNAL COMPANIES

## regarding occupational safety of employees

You were commissioned as a contractor company by a company of the Lufthansa Group (hereinafter referred to as "Lufthansa") to perform services. We welcome you, your employees and all agents working on your behalf to Lufthansa premises and wish you a smooth and satisfactory completion of your works.

To ensure that your and our employees can work safely without endangering each other and to ensure that our Occupational Safety concerns are taken into account, we have created this guideline to facilitate cooperation.

Please check in advance which of the following passages/paragraphs apply to your work and whether you need further coordination or mitigation measures.

We have listed in detail which tasks, mitigation measures and organizational procedures must be observed. These guidelines are binding for all parties involved and form an integral part of the respective order. If your employees or vicarious agents violate the following regulations, you are obliged to exclude them from further activities on the Lufthansa premises at the request of the coordinator or the supervising specialist department. Infringements can also lead to a termination of the contractual relationship between you and Lufthansa.

You are responsible for informing and instructing your own employees and those of the subcontractors (hereinafter referred to as "auxiliary staff") about the contents of this guide before commencing work on the Lufthansa premises. Ensure that these contents are understood and taken into account and that site-specific information such as the location of escape routes, fire extinguishers and internal emergency numbers are requested. This also applies if you and your employees change jobs within the company premises.

After familiarization with the safety-relevant topics and site-specific conditions, you, your employees and assistants sign the form "Work safety of external companies at workplaces within the Lufthansa Group" which is provided to you by the specialist department or the responsible coordinator.



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# 1 FUNDAMENTALS

## 1.1 PROVISIONS

In addition to these guidelines, all existing legal regulations at the place of work as well as official directives and other applicable regulations with regard to occupational safety, safety and health protection must be observed.

Furthermore, **site-specific regulations** apply that go beyond the content of this guide. Please contact the relevant department or its coordinator for information on the regulations that apply to your work before starting work on the Lufthansa premises. In addition, you must observe and comply with all regulations, requirements and rules of use of the **respective airport**.

Thoroughly instruct your employees and assistants in these contents. Pay special attention to foreign-speaking employees. If you or your employees notice Occupational Safety gaps or breaches of Occupational Safety or other applicable regulations, you are obliged to inform the supporting specialist department immediately.

In order to prevent accidents at work, you must take measures and follow **regulations** that comply with the local provisions of **accident prevention** regulations and generally accepted safety and occupational health rules. Insofar as other legal provisions, in particular health and safety regulations, impose requirements, these regulations shall remain unaffected.

Make sure that information is also provided on the alarm plan, first aid facilities and the location of escape routes, fire extinguishers, fire alarms and emergency call facilities.

Report any special events involving your employees and assistants (e.g. accidents, damage to parked vehicles, aircraft and structural installations, as well as other damage events) immediately to the coordinator or the supervising specialist department and plant security.

Any access to operating areas, rooms and systems as well as the operation of machines and devices is not permitted, unless this is necessary and approved for the fulfilment of the order.

The respective client (of the commissioning specialist department) reserves the right to randomly check compliance with the agreed rules and applicable regulations.

## 1.2 GENERAL INFORMATION

If you would like to work outside Lufthansa's regular working hours, for example on non-working days, Saturdays or Sundays, on public holidays or even at night, you must apply for a special permit in advance from the coordinator or the relevant specialist department.



Workers who are no longer able to carry out their work without danger to themselves or others as a result of alcohol or other intoxicating substances may no longer be employed. They will not be tolerated on the Lufthansa premises. Alcohol is absolutely prohibited in all Lufthansa areas. This applies equally to our employees and to your employees. Ensure that this regulation is obeyed.

In all halls/ hangers and rooms, strictly observe the prohibitions, information and direction indicated by safety signs, in particular the statements **"Smoking prohibited"** and **"Fire, open light and smoking prohibited"**.

It is not permitted to bring weapons onto the company premises.

## 1.3 EXTERNAL COMPANY / VISITOR ID-CARD

Your employees may only enter the company premises with a special ID card. It must be worn visibly for the whole duration of the activity on the site and is not transferable. If an ID card is lost, the loss must be reported to plant security immediately. For assignments of more than two weeks you need a permanent pass. This must be applied for before starting work via the supervising department. If the ID card is not expressly issued for this purpose, it does not entitle the employees to enter the apron area. The card may only be used for business purposes and only during normal working hours to access the operating areas. Only the parts of the operating areas and sanitary areas, canteens, shops, parking areas etc. directly necessary for the fulfilment of the order may be entered (however, no other operating areas such as office floors, warehouses/maintenance halls).

Exceptions to this must be approved by the client (the ordering department). Make sure that your employees and assistants go directly to the workplace at the start of work and leave the Lufthansa premises immediately after the end of work, without entering any other Lufthansa facilities.

If you or your employees have to receive visitors in company areas, existing local visitor regulations may have to be observed. In principle, visits are only permitted for business purposes and during normal working hours and opening hours. Exceptions to this may only be made with the prior consent of the respective client (the commissioning specialist department). All visitors are obliged to register. Visitors must always be accompanied during the entire visiting time.

Immediately after the end of the activity, all identity cards must be returned to the issuing office. The ID card may not be given to a third party and may only be used personally. No other persons may be taken on Lufthansa's premises without identification.

For vehicles that are necessary for the execution of the order, entry permits must be applied for in advance. You will receive applications from the coordinator or the supporting department. To protect operational and personal property, Lufthansa or the respective airport operator can order or carry out personal and vehicle checks.



## 1.4 COORDINATION OF WORK

In order to avoid mutual hazards, the coordinator or person in charge of the specialist department appointed by Lufthansa coordinates the work, taking into account the interests of plant safety, fire brigade, occupational safety and other specialist departments. In this respect, this person responsible / coordinator is authorized to issue instructions to you. The measures ordered must be maintained for the duration of the work.

If you have any questions about occupational safety, you can contact our Group Occupational Safety or your appointed occupational safety specialist.

## 1.5 SETTING UP WORK AND CONSTRUCTION SITES

Consult the coordinator or the supervising department in advance in good time to set up the workplace/construction site, erect site fences, machines, etc., create material storage areas and determine the traffic routes on the construction site.

Keep your work area clean. Store tools, equipment, work material, etc. properly and only in the locations assigned by the coordinator or the supervising department.

Secure objects, materials and tools that are required for the execution of the order against unauthorized use and theft in the interest of both parties when leaving the workplace.

## 1.6 PERSONAL PROTECTIVE EQUIPMENT

In some Lufthansa areas, Lufthansa employees are required to use specific **personal protective equipment** such as head protection, hearing protection, respiratory protection, safety shoes, etc. This **obligation to wear** also applies to your employees and assistants and must be worn in accordance with the information signs and mandatory signs. These are to be provided by you as employer.

## 1.7 PARTICIPATION IN INTERNAL TRAFFIC

The regulations of the respective road traffic regulations apply accordingly for driving and parking on the company premises. Please obey the speed limit of the area you are working in. It usually is 30 km/h. Your vehicles participating in internal transport and traffic must comply with the respective regulations of the Road Traffic Licensing Regulations or the accident prevention regulations.

These vehicles may only be driven or operated by persons who are trained and authorized to do so by the owner of the premises. All authorized drivers are obliged to observe the speed limits and the requirements of the airport usage regulations.



## 1.8 FOD – FOREIGN OBJECT DAMAGE

When you carry out the ordered activities, measures must be taken to prevent damage to and/or contamination of Lufthansa property. This applies to buildings, their equipment, aircraft, aircraft components and tools. Particular attention must be paid to cleanliness and order in the apron area. If you have accidentally touched tools or aircraft components, or notice damage and/or contamination of the above items, and cannot exclude their contamination and/or damage, please contact your coordinator or the responsible specialist department immediately.

## 1.9 KEEPING TRAFFIC AND ESCAPE ROUTES CLEAR

Ensure that traffic routes, escape and rescue routes, emergency exits, safety devices (e.g. fire extinguishing devices, drench and eye showers, etc.) and access to electrical systems are **kept clear at all times**.

## 1.10 DISPOSAL OF WASTE AND RESIDUES

After finishing the work on buildings, systems or machines, carry out a **final inspection** with the coordinator/the supervising specialist department in accordance with the order. In particular, ensure that safety-related equipment functions properly again.

Collect all leftover parts such as materials, waste, empty containers etc. as well as all liquid or solid residues and arrange for their intended disposal. Observe the relevant occupational safety, disposal and environmental protection regulations.

# 2 CONSTRUCTION AND ASSEMBLY WORK

Construction sites, excavations, pits, canals, ground openings, etc. must be adequately secured throughout the entire construction and assembly period. If normal traffic is obstructed, the point of danger must be indicated in good time by appropriate signs.

## 2.1 PERMITTED WORKS

Report all **"high-risk work"** with sparks, fire, dust and gas generation, etc. to the coordinator or the supervising specialist department duly in advance. Request the necessary **permits** from the coordinator or supervising department and follow the procedures regarding possession and/ or display of the process.



The following work requires coordination between you and us and requires a briefing by the coordinator or the supervising specialist department.

For some of these tasks you need a permit, which you must request from the coordinator or the supervising department:

1. welding, soldering, heating, grinding and cutting work with open flame or spark formation and the handling of fire-endangering materials (e.g. solvents, floor adhesives etc.)
2. access to narrow spaces, pits, shafts, containers, supply and disposal channels.
3. work on fire extinguishing, fire alarm and warning systems
4. work in rooms protected by automatic extinguishing systems or fire alarm systems
5. removal of protective devices on machines, equipment and installations
6. working in areas subject to radiation, fire and explosion hazards
7. use of hazardous substances, hazardous equipment and installations, such as chemicals, concrete mixers, cranes, etc.
8. earthworks, e.g. excavation of building pits and shafts etc.
9. working with mobile cranes and heavy goods vehicles (floor load)
10. working on/in automatically controlled systems and lifts
11. work on supply systems (electricity, heating, water or waste water, compressed air, heat transfer oil, etc.)
12. work on or in the vicinity of live systems or equipment (e.g. cable systems, transformer houses, switch cabinets)

## **2.2 LADDERS, SCAFFOLDING AND AERIAL WORK PLATFORMS**

All ladders, steps, scaffolding and platforms used by you must be designed, regularly checked and used in accordance with the relevant technical regulations and rules.

If the type of work to be carried out does not permit securing by balustrades and railings when working at heights, arrange for fall protection, such as safety scaffolds, safety nets or safety harnesses to be used.

If persons can be endangered by objects falling from higher workplaces, traffic or operating facilities, make sure that special safety precautions are taken, e.g. by appropriate barriers.





## 2.3 WORK IN HEIGHTS

When working on roofs without load-bearing roof cladding - e.g. glass roofs, asbestos cement corrugated roofs etc., instructions must be given and all relevant safety measures must be observed. Furthermore, all work measures must be discussed in advance with the responsible coordinator or the respective specialist department.

## 2.4 EXCAVATION

Before starting civil engineering work, inform yourself about the location of live cables, compressed air, water, gas and oxygen lines from the coordinator or the responsible specialist department or building authority. The instructions given by these bodies are binding.

Apply for the required **gravestone certificate** at the appropriate office.

The driving of piles, iron rods, anchors and the like into the ground is generally not permitted.

In each individual case, an **exemption** must be obtained from the coordinator or the construction department before work begins.

## 2.5 RENATURATION

If you need to break through fire **compartment walls**, for example, contact your client or the coordinator in advance.

## 2.6 SOLO WORK

Avoid high-risk solo work. If, as a result of an emergency or exceptional case, dangerous work must be carried out by one person alone, you must ensure monitoring by taking appropriate measures (e.g. short-term monitoring, reporting system, etc.).

## 2.7 WORKING IN CONFINED SPACES

Work in confined spaces must be coordinated with the responsible specialist department or the coordinator.

## 2.8 WORKING IN THE TRAVEL AREA OF CRANES

The responsible specialist department or the coordinator must be informed about the type and scope of work when working in the travel area of crane systems. Work may only begin after the work area has been secured (e.g. closing the crane main switch, mechanical limit stops) in consultation with the responsible specialist department.



## 2.9 NOISE

Local regulations apply when dealing with noise. If unavoidable nuisance noise or hazards occur during the work, you must inform us in good time and in advance so that appropriate measures (e.g. suitable working hours and the use of personal protective equipment) can be determined.

# 3 HOT WORKS

## 3.1 FIRE HAZARD WORK

Fire work in explosion-hazardous areas requires special agreement with the company. They may only be carried out with written permission. For all fire work, own fire extinguishers must always be kept handy. Also consult the plant security department if the fire alarm system is to be overhauled.

## 3.2 FIRE ALARM

In the event of a fire, the fire brigade must be notified immediately from the next telephone via the internal emergency number valid at the time or via the next fire alarm.

Note: when using a mobile phone, enter the area code and company number (otherwise you will be connected to the control centers of the public rescue services outside the company). Therefore, please always check before starting work where the next internal reporting option is. Contact the coordinator or specialist department for information on **internal emergency numbers and procedures** at the respective locations.

# 4 HANDLING OF HAZARDOUS SUBSTANCES

## 4.1 HAZARD INFORMATION

The local Hazardous Substances Ordinance and the technical regulations for hazardous substances, including safety data sheet requirements, apply to the handling of hazardous goods and working materials. Particularly during storage, decanting, processing and disposal, the respective hazard notes and safety recommendations must be observed.



## **4.2 SEWERAGE SYSTEM**

Hazardous substances (e.g. paint or lacquer residues, solvents, oil) must under no circumstances enter the sewage system, but must be disposed of or recycled in accordance with legal requirements

## **4.3 ASBESTOS WORK**

When working on or with substances containing asbestos, the relevant regulations for managing asbestos dust must be observed. The use of substances containing asbestos is generally prohibited. If in individual cases it is not possible to substitute asbestos-containing substances with asbestos-free substances, reasons must be given to the relevant specialist department and specific written permission obtained from Lufthansa Group Occupational Safety. Occupational health and safety must be taken into account when working with materials containing asbestos.

# **5 ELECTRICAL EQUIPMENT**

## **5.1 WORKING CLOSE TO POWER-CARRYING SYSTEMS**

If work is to be carried out in the vicinity of live systems or equipment, the relevant specialist department must always be called in to decide on appropriate measures.

The disconnection of the electrical power must be applied for at an early stage so that appropriate arrangements can be made with the production sites in good time. Only competent persons are allowed to switch off and switch on the power supply or to install and remove the protection. Unauthorized actions are prohibited on all electrical equipment.

## **5.2 ELECTRICAL CONNECTIONS**

Electrical connections to our plant network may only be carried out by the electrical department of our plant or by companies commissioned by us. The electrical site distributors you use must be in proper condition. The building-site distribution boards must be checked daily (visual and residual current operated circuit check). The test shall be documented. Work on live parts requires the approval and coordination of the customer.



## 6 MACHINES, TOOLS, EQUIPMENT

Machines, tools, equipment and other auxiliary materials, which are used within the scope of the order on the Lufthansa area, are to be provided by you. The use of factory equipment, machines, materials, etc. is only permitted with the approval of the department responsible for monitoring the order. In addition, this must be clarified with the respective company manager. The use of any equipment is at the risk and responsibility of the user and must be in the same condition on delivery. Any damage incurred will be repaired or replaced at the expense of the using company.

Tools, machines, vehicles and other equipment must also be clearly marked as the property of the external companies. Your tools, machines, vehicles and equipment used by us must be designed and operated in accordance with the applicable regulations and standards. A valid test certificate must also be available.

The use of pin driving tools is **not permitted**. Stud pushing tools can only be used with the consent of the supervising specialist department.

## 7 BEHAVIOUR IN EMERGENCIES

Provide first aid to injured persons. If the rescue of persons allows, leave the scene of the accident unchanged. As far as possible, prevent uninvolved persons from entering or changing the scene of the accident. Get help immediately.

### 7.1 ACCIDENT AT WORK WITH INJURED PERSONS

**Urgent** emergencies can be treated by the Medical Service of Deutsche Lufthansa, provided that it is located at the place of work and the time of day is within its opening hours. Please check availability in advance, especially with the subsidiaries. For minor injuries and serious accidents, contact the nearest suitable hospital. Report serious accidents immediately to the responsible department on the internal emergency number or to your coordinator. This does not affect the provisions governing the reporting of accidents that apply to your own business.

### 7.2 VEHICLE ACCIDENT

Report traffic accidents immediately to the responsible specialist department or - if available - to the responsible plant security. If necessary, further offices will be notified from there. Secure the accident site properly and, if necessary, warn other drivers or pedestrians by hand signals from a safe place.



Note: when using a mobile phone, enter the area code and company number (otherwise you will be connected to the control centers of the public rescue services outside the company).  
Therefore, please always check before starting work where the next internal reporting option is.