

6. Driving and parking

6.1 When driving on the company premises, the German Road Traffic Act (StVO) applies. The maximum permissible speed is generally 15 km/h, if not otherwise posted. Both pedestrians and forklift traffic should be expected. Forklifts always have right of way.

6.2 Parking is only allowed in designated or allocated parking spaces.

7. Carrying out the work

7.1 If there are workers employed by the contractor on the Hero-Glas site who do not speak either German or English, then at least one contact person must be present who is able to understand situational safety instructions in the aforementioned languages. This contact person must then translate these instructions for the workers into their languages.

7.2 Before the work begins, and this applies in particular to drilling and cutting work, the contractor has to ensure that any lines that lie concealed will not be damaged (gas, water, electricity, heating, etc.). For any queries, for example regarding gas, water, heating, electrical, fire, environmental and occupational safety, please contact the responsible person at Hero-Glas (for contact person and telephone number, see standard instructions for contractors and instructions for visitors [available at reception]).

7.3 Particular value is to be placed on order and cleanliness, both during and after the completion of the work, as well as at both the respective working area and the area surrounding it.

8. Environmental protection

8.1 All legal standards and regulations concerning the environment must be observed by the contractor.

8.2 Environmental protection and environmental awareness form an integral part of Hero-Glas company's principles. We therefore also require our contractors to act in an environmentally conscious manner and save energy and resources.

8.3 The contractor is bindingly obligated to ensure that each of their employees who is carrying out work that has a significant impact on the environment on our premises is qualified to do so as a result of their training, schooling, and experience, and is accordingly trained and instructed annually.

8.4 Should something unforeseen occur, then immediately report to the responsible Hero-Glas employees (see standard instruction for contractors and the instruction for visitors that is available on-site).

8.5 The removal of generated waste is to be clarified with the contracting authority as part of the contract before work begins. Any costs relating to waste materials that have been incorrectly or improperly disposed of on the company premises are to be charged to the contractor. Hazardous waste must always be disposed of by the contractor in accordance with contractual agreements.

8.6 The contractor must assess all possibilities of environmentally harmful substances being discharged into the soil or the sewer system before the start of the work, and to agree on appropriate countermeasures and safety precautions in advance with the contracting authority.

9. Accident prevention

9.1 The contractor is to commit to implementing the latest versions of applicable occupational safety regulations in all cases, to instruct employees accordingly (especially those that are work-related)

and to be sufficiently satisfied of their compliance. The employees must be accordingly trained and qualified for their work and tasks.

9.2 The equipment used by the contractor (power tools, ladders, etc.) must comply with the safety regulations that are in force for their field of use. They must also be certified and maintained in the approved manner.

9.3 Toxic, mutagenic, teratogenic or carcinogenic materials are not authorised for use. Should their usage be necessary for technical reasons, then this is to be reported in writing to the contracting authority, accompanied by the material safety data sheet.

9.4 Necessary personal protective equipment (safety shoes of classes S1 to S3, fall protection, ear protection, safety goggles, protective gloves, breathing mask, etc. depending on activity) must be supplied by the contractor to their employees.

9.5 At the Hero-Glas business group's location, it is mandatory for all persons working in production and logistics to wear protective shoes and hearing protectors in areas marked as noisy (which is a legal requirement in Germany). They must also wear mandatory helmets when working with suspended loads.

The only permitted exceptions are for visitors who only briefly move along the marked footpaths. These mandatory requirements also apply, therefore, when persons temporarily leave the pathways (e.g. to access machinery and equipment).

9.6 During all contract work, production at Hero-Glas continues as much as possible. Therefore, any necessary safety measures, warning signs, etc. are required for our own employees. These, or a possible production stop, must be coordinated with our responsible employee.

9.7 When it comes to performing any necessary first aid, the contractor may make use of the first aid kit. Serious injuries are to be reported to the responsible Hero-Glas employee, after first alerting the emergency services.

9.8 Managers and occupational safety specialists at Hero are authorised to give contractors and their employees instructions regarding environmental and occupational safety.

10. Incidence reports

10.1 All personal injuries and damages to property are to be reported immediately to the responsible employee of the Hero-Glas business group

11. Fire prevention

11.1 The site is subject to strict fire and explosion protection guidelines, which are maintained in the fire protection code. It is mandatory that a fire permit be obtained from the contracting authority before work begins, notably for work involving cutting or welding. Contractors must ensure that all safety precautions have been taken to prevent fire hazards.

11.2 To avoid chargeable false alarms that can occur as a result of automatic fire extinguishing and alarm systems, all work that generates smoke and dust must also be declared. We reserve the right to charge the contractor for any costs incurred as a result of triggering the fire brigade in this way.

11.3 In case of fire or smoke, posted escape route plans are to be observed and assembly points are to be sought out.

12. General

- Upon agreeing to the contract, the contractor accepts these provisions.
- All persons on the company premises require a visitor/service partner ID badge. For this, please contact our responsible employee.
- Photography and filming is prohibited throughout the premises.
- Escape and emergency routes, fire safety equipment, driveways, etc. are not to be blocked by vehicles, construction materials, or other objects.
- The consumption of alcoholic beverages or other intoxicants is not permitted.
- Food and drink are not allowed in the production area.
- A ban on smoking is in place throughout the factory premises. Smoking is only permitted in designated areas
- If industrial trucks need to be used for the purposes of carrying out the work, a transport order must first be created by the contractor using the form "Commissioning for drivers of industrial trucks - external contractors". After presentation of the transport order and the ticket (colloquially known as a forklift license), the contracting authority can then give permission for industrial trucks to be used. The occupational safety specialist or your responsible Hero-Glas employee will be happy to provide you with more information on this subject.
- If lifting platforms need to be used for the purposes of carrying out the work, a transport order must first be created by the contractor using the form "commissioning for the operation of lifting platforms for external contractors". After presentation of the transport order and the ticket (license for lifting platforms), the contracting authority can then give permission for lifting platforms to be operated. The occupational safety specialist or your responsible Hero-Glas employee will be happy to provide you with more information on this subject.
- Should any uncertainty arise regarding the further progress of the work, then in no way are you to improvise, but rather you should consult the responsible Hero-Glas employee.
- It is obligatory to observe mandatory signs, prohibition signs, and information signs.

Of particular note:

- It is required that all employees active at Hero-Glas are instructed, both before starting work and then once a year, on the "Instruction protocol for external contractors" and these "Provisions for external contractors", using the appropriate document "Standard instruction for external contractors". The employee must confirm this by signing the "Instruction protocol for external companies".

The contractor's employees must have a copy of the instruction protocol (issued less than 12 months ago) on hand during their stay on the company premises.

- Contractor employees without a copy of the signed instruction protocol will be expelled from the company premises.
- A completed and signed copy of the regulations for external contractors is to be sent to the Hero-Glas company, along with the order confirmation.

· Should these terms be breached, the Hero-Glas business group is entitled to take appropriate measures to suspend the work. Should this lead to costs or delays, then these shall be borne by the contractor.

Place, date stamp, contractor's signature

13. Related documents

- Standard instructions for contractors on the premises of the "Hero business group":
- Instruction protocol
- Fire permit
- Commissioning for drivers of industrial trucks
- Commissioning for operating lifting platforms for external contractors