



# ENVIRONMENTAL, OCCUPATIONAL HEALTH AND SAFETY AND SOCIAL RESPONSIBILITY REQUIREMENTS FOR EXTERNAL SUPPLIERS

INTEGRATED MANAGEMENT SYSTEM – QUALITY, ENVIRONMENT AND OCCUPATIONAL SAFETY AND HEALTH  
NP EN ISO 9001 • NP EN ISO 14001 • NP ISO 45001

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## 1 OBJECTIVE

Define the environment, occupational health and safety and social responsibility requirements that are required by VITROHM from its external suppliers, including service providers.

## 2 APPLICATION

It applies to all external suppliers, including service providers, who supply or provide services to VITROHM.

## 3 DEFINITIONS AND RESPONSIBILITIES

### 3.1 DEFINITIONS

**External suppliers:** legal entities contracted by VITROHM for the supply of products, equipment or for the provision of services.

**Materials and components:** Materials and components that are incorporated into the products supplied by VITROHM to its customers or used by it.

**Other products:** products purchased by VITROHM that are not materials, components or subsidiaries (e.g., office supplies, equipment).

**Services:** services purchased or contracted by VITROHM and that involve the execution of work in its facilities.

### 3.2 RESPONSIBILITIES

It is the responsibility of VITROHM Procurement to disclose this document to **the company's** external suppliers:

- At least once a year, in general;
- In the event of revisions to this document;
- At the time of the first order (purchase), to new **external suppliers**.

The general responsibilities of **external suppliers** are:

- Know and comply with national and EU legislation and environmental and occupational health and safety standards applicable to their activities, including when they are provided to VITROHM or on its behalf.
- To obey, within its scope of action, all legal provisions relating to the environment and occupational safety and health and other legal, regulatory and normative provisions.
- Comply with the general principles of social responsibility, promoting a fair, responsible and inclusive society.
- Know, respect and comply with the requirements transmitted by VITROHM, disseminating and enforcing this document with its employees, as well as the internal rules that are communicated to the employees at its service, while present at VITROHM's facilities.
- Ensure compliance with all requirements specified in this document, including emergency requirements and procedures.

The commitment of **external suppliers** to the requirements defined in this document, with special relevance to the legal requirements of the environmental scope, the legal requirements of the scope of health and safety at work and the legal requirements with an impact on social responsibility, is an essential and mandatory condition for any purchase or acquisition of supplies of goods and services to VITROHM.

The requirements in this document are complementary to the legal measures and requirements of the environmental, occupational health and safety and social responsibility scopes, defined by the legislator and other stakeholders, public or private.

## 4 ENVIRONMENTAL, SAFETY AND SOCIAL RESPONSIBILITY REQUIREMENTS

VITROHM recommends to its **external suppliers** the implementation of Management Systems in accordance with international standards, such as ISO 9001 (Quality Management), ISO 14001 (Environmental Management) and ISO 45001 (Occupational Health and Safety Management).



Although it does not consider an eliminatory factor in the attribution of business, VITROHM positively values in its performance evaluation system of **external suppliers** those that evidence the respective certifications.

**External suppliers** undertake to provide VITROHM, whenever requested, with a copy of the updated certificates, as well as objective evidence that proves the proper compliance with legal and regulatory obligations to be fulfilled by them, such as:

- occupational accident insurance,
- civil liability insurance,
- e-Gar for waste monitoring,
- certificates of training and professional qualification of workers,
- among many other possible legal and regulatory evidences.

The contracting of supplies or services to **external suppliers** is, as a general rule, the responsibility of the VITROHM Procurement Directorate. Thus, no entity should start supplying or providing services to VITROHM or activities related to it, without receiving from VITROHM's Procurement Directorate the respective formal agreement (e.g., contract, award, purchase order) confirming, in writing, the agreement reached and the conditions of supply.

Any subcontracting of supplies or services by the **external supplier** must require the prior approval of VITROHM by documented means.

External **suppliers**, including service providers, where applicable, shall:

#### 4.1 GENERAL REQUIREMENTS

1. Know and assume as his/her own, in the corresponding part, VITROHM's *Quality, Environment and Safety at Work Policy* and communicate it to its employees.
2. Adopt a behavior in accordance with the codes of good business practices, environmental, safety and health at work and social responsibility, strictly and rigorously complying with the national and community legislation in force.
3. Comply with the prohibition of the use of practices, equipment, materials, products or substances that may affect VITROHM's environmental performance or occupational safety and health.
4. The company, its employees and subcontractors must comply with all legal and regulatory standards applicable to its activity and the supply of goods and services.
5. Comply with the national and community legislation applicable to all guidelines from the competent inspection entities, in addition to the requirements contained in this document, allowing broad and total freedom of monitoring and evaluation, direct or indirect, by VITROHM and its representatives.
6. Comply with the requirements of VITROHM transmitted and applicable in the context of the execution of the supply or contract.
7. Communicate the requirements described below to all personnel under their responsibility who carry out activities for VITROHM and ensure that they are adequately fulfilled.

#### 4.2 ENVIRONMENTAL AND SUSTAINABLE DEVELOPMENT REQUIREMENTS

8. To respect Portuguese legislation, the principles and recommendations of national and international governmental organizations in environmental matters.
9. Systematically seek to contribute to sustainable development and environmental preservation and protection.
10. Implement measures to mitigate the risks and negative environmental impacts of its activities, products and materials used.
11. Promote the rationalization of the use and consumption of natural resources and the reduction of emissions and waste originated by its activities and supply of goods and services.
12. Implement measures to improve energy performance and efficiency, associated with its activities and the provision of goods and services.

13. Adopt measures and practices within the scope of the circular economy.
14. Ensure environmental protection and preservation in the performance of activities, complying with all environmental standards defined in the legislation in force and/or implemented within the scope of an EMS.
15. To ensure that the raw materials, materials and products supplied or used in the performance of the services comply with the applicable legal requirements and are in accordance with the applicable international, European or national regulations.
16. During the supply of goods and services and in the execution of the work, measures and good practices of environmental preservation must be adopted, with a view to reducing, reusing and recycling the materials used, in order to minimize the production of waste.
17. To provide VITROHM, whenever requested, with the identification and assessment of environmental aspects and impacts arising from the activities, whether carried out at VITROHM's facilities or outside.
18. Include the respective Safety Data Sheet (SDS) in the supply of all substances, in accordance with the legislation in force, in Portuguese and containing the regulatory chapters. The supplier may not supply substances or preparations for restricted or prohibited use.
19. To comply with its obligations regarding the registration, evaluation, authorization and restriction of chemicals (REACH regulation) by providing VITROHM with all relevant information on the substances, preparations or articles supplied in a timely manner.
20. Provide essential technical information on equipment and production means that allows, if applicable, an evaluation of their performance and efficiency of environmental equipment (e.g., energy efficiency, energy consumption, production capacities).
21. Ensure, if responsible for forwarding waste abroad, that it is sent to an appropriate final destination, with entities licensed for this purpose as transporter and final recipient. You must provide VITROHM with all the information related to this waste (documentation relating to the respective carrier and consignee, copies of the e-GAR duly completed and, if they are CDW, the certificate of receipt).
22. Proceed with the placement, as soon as possible, of the waste generated in the containers/places existing for this purpose, taking into account their characteristics and what is defined in the identification sign of the container/place.
23. Collect liquid waste (e.g. used oils according to their type, used solvents) in watertight, identified containers, avoiding run-off during their transfer, transport and storage.
24. Adopt the necessary measures in order to avoid spills / run-off of waste, products or substances into the environment or into the gutters existing on site, as well as provide procedures to minimize potential negative environmental impacts resulting from spills.
25. Communicate to VITROHM any environmental risk situation that may occur during the supply and/or work.
26. Inform VITROHM whenever environmental accidents or anomalous situations occur, such as a spill or the handling of waste that may be considered dangerous or that, given its characteristics, raises doubts about its management.
27. Ensure, if the service to be provided is related to the maintenance of refrigeration equipment, air conditioning and heat pumps, electric switches and air conditioning equipment, that:
  - a. presents the certificates issued by a competent entity, regarding the training of technicians who carry out interventions in refrigeration, air conditioning and heat pump equipment, electric switches and air conditioning equipment in motor vehicles;
  - b. presents proof of the company's certification for installation, maintenance or technical assistance in fixed refrigeration, air conditioning and heat pump equipment that contain fluorinated greenhouse gases;

- c. ensures, in the case of collection of refrigerant, end-of-life equipment or other waste resulting from maintenance, that it is forwarded to a licensed waste operator, sending copies of all evidence to VITROHM;
  - d. it complies, in relation to the equipment covered in the contract, with the periodicity of the mandatory periodic checks for the detection of refrigerant gas leaks established by the applicable legislation;
  - e. repairs detected leaks as soon as possible, complying with the deadlines established in the applicable legislation;
  - f. checks the effectiveness of leak repair within one month of repairing leaks;
  - g. provides VITROHM with the record of the interventions carried out in compliance with the form, content and form of completion established in the applicable legislation;
  - h. complies with the provisions of the NP EN 378 series of standards with regard to the interventions carried out;
  - i. does not use controlled substances outside the deadlines set out in the phase-out schedule set out in the applicable legislation;
  - j. labels the equipment intervened in situations where this is mandatory by the applicable legislation.
28. Ensure, if the service to be provided is related to the maintenance of fire extinguishers, that:
- a. presents proof of company with certified fire extinguisher maintenance service;
  - b. presents the certificates issued by a competent entity, regarding the qualification of technicians who carry out inspections or maintenance of fire extinguishers;
  - c. the dates of maintenance interventions comply with the provisions of the NP 4413 standard;
  - d. performs the maintenance of the extinguishers and records the data of this maintenance in accordance with the requirements of the NP 4413 standard;
  - e. destroys extinguishers that do not meet the requirements for the hydraulic test, refills the extinguishers or replaces the necessary extinguisher components in accordance with the requirements of NP 4413;
  - f. informs VITROHM, through a technical report, when it considers that a fire extinguisher should be removed from service through a destructive process in view of the anomalies it presents;
  - g. delivers to VITROHM a copy of the report containing information on all operations carried out, the dates of these operations, the results and anomalies found, the elements replaced and other situations that are considered important to know the state of operation of the extinguisher.
29. Ensure, if the service to be provided is related to the maintenance of green spaces, that:
- a. complies with the rules laid down in the applicable legislation and the supplier's instructions regarding the preparation and application of plant protection products, as well as the handling of the resulting packaging waste;
  - b. is covered by civil liability insurance for the activity of land application of plant protection products in accordance with the requirements of the legislation in force, sending a copy of the respective policy to VITROHM.

#### 4.3 OCCUPATIONAL SAFETY AND HEALTH REQUIREMENTS

- 30. Ensure the protection of workers and the community in the performance of activities, complying with all safety standards defined in the legislation in force and/or implemented within the scope of an OHSMS, promoting a culture of safety and safe and healthy working conditions.
- 31. Promote and develop the necessary preventive activities with the aim of maintaining safe and healthy working conditions for the prevention of injuries and health conditions.
- 32. Maintain documented and systematic methods of identifying and reducing all risks arising from its activities, which should:

- a. assess the risks associated with the execution of activities and define and implement appropriate prevention measures;
  - b. mobilize adequate resources for risk prevention;
  - c. comply with occupational safety and health procedures and ensure that workers are aware of them.
33. Adapt the risk assessment whenever changes are made to the work process, machinery and/or equipment previously established, or when it is found that it is silent in relation to preventive measures and guidelines issued by the ACT, DGS or other competent public entities.
34. Replace activities or working methods that may present a danger to the safety and health of workers or others, with activities that are free of danger or less dangerous, giving priority to collective prevention over individual prevention, whenever applicable.
35. Provide VITROHM, whenever requested, with analyses and assessments of risks at work, worker training records, equipment maintenance records, among other possible evidenceable documents.
36. Provide VITROHM with a copy of the workers' compensation insurance policy with the last valid receipt for the period of the provision of services.
37. Ensure that all workers are subject to periodic medical inspections, as defined in the legislation and make available to VITROHM the respective Medical Fitness Sheets.
38. Ensure that its employees have the appropriate professional aptitude and training for the tasks entrusted to them and that proof of their qualification is presented.
39. Ensure that its employees adopt appropriate principles of behaviour, and it is forbidden to:
- a. The exercise of any activity under the influence of alcohol, narcotics or psychotropic substances, as well as the consumption of them;
  - b. The performance of any work by minors under the legal age;
  - c. The execution, by unskilled workers, of dangerous work or the performance of tasks in places of risk;
  - d. Smoking and eating outside the places marked for this purpose.
40. Ensure the supply of Personal Protective Equipment (PPE) to workers and keep available all the instructions for use necessary for the correct use of the equipment, as well as control its effective use and ensure its proper functioning and maintenance.
41. Ensure that its workers have all the appropriate and necessary work, collective protection and personal protection equipment for the activities to be carried out.
42. Ensure the training and information of workers, namely on the use of PPE, risks inherent to the activities they perform and procedures in case of accident and emergency, among other information that is considered relevant in the development of the work.
43. Hire only workers who have training, information and medical aptitude for the work to be carried out, and ensure that work equipment complies with the legislation in force and is used by trained and authorized personnel.
44. Carry out the marking and signaling of all places where work is carried out that involves risk to workers (example: risk of falling objects during load lifting operations).
45. Ensure that the machines, tools and equipment used are in good working order and comply with the provisions of the legislation in force, namely, that they have (where applicable):
- a. EC declaration of conformity (DL 103/2008);
  - b. marking affixed or label where the identification with the serial number, CE marking, the capacity of the equipment and the level of noise emission is legible;
  - c. instruction manual in Portuguese;
  - d. report of the last periodic check of work equipment (DL 50/2005);
  - e. periodic inspection record (applicable to lifting accessories, work at height equipment, chains, straps, etc.);



- f. civil liability insurance;
  - g. Term of responsibility for equipment installation, when applicable.
46. Ensure that the safety devices of equipment and machinery (guards of moving parts, sharp edges, sharp parts, etc.) are not removed or blocked. They may only be removed for maintenance, repair or cleaning after the necessary safety measures have been taken. After the work is finished, the guards must be immediately placed.
47. Comply with the rules for the road traffic of vehicles and machines at VITROHM's facilities and at customers' premises, in accordance with existing signage. When not being maneuvered, the machinery/equipment must be parked in the indicated places and must never obstruct pedestrian paths for pedestrian circulation or prevent free access to firefighting/emergency equipment.
48. Ensure the storage of products in appropriate conditions of preservation and safety, taking into account that:
- a. it is forbidden to store products and objects in places that allow materials to fall on the circulation routes, access and emergency exits;
  - b. only products contained in properly labelled containers are permitted;
  - c. it is mandatory to respect the instructions for handling and use of chemicals, oils and lubricants that appear on the labeling and technical and safety data sheets of the products;
  - d. Smoking or burning is prohibited in the premises and places where explosive, flammable or toxic products are stored, collected or handled.
49. Appoint an Occupational Safety Technician whenever high-risk work is carried out in accordance with what is defined in the Occupational Safety legislation.
50. To inform VITROHM of activities that may affect existing risks or may have any type of repercussion or incidence on the facilities or other activities carried out in them.
51. Immediately report to VITROHM all work accidents involving workers at its service or responsibility, providing all the necessary clarifications. This communication to VITROHM does not exempt the external supplier from the participations, which under the terms of the law, it has to make to the competent authorities.
52. Participate in all non-conformities as well as improvement observations throughout the process in order to promote the improvement of working conditions.
53. Provide all the complementary information that, at any stage of the execution of the work, may be requested by VITROHM, in order to verify compliance with the legal requirements in force, as well as the requirements of the implemented OHSMS (e.g., identification of workers – names, civil identification numbers and social security number, information on occupational accident insurance policies and, if applicable, civil liability).

#### 4.4 SOCIAL RESPONSIBILITY REQUIREMENTS

54. Respect Portuguese legislation, conventions, standards and recommendations of national and international Government Organizations in matters of human rights, labor law, ethics and workers' privacy.
55. Promote respect for and protection of human rights, the dignity of persons and the privacy of each worker.
56. Do not use and/or tolerate the use of any form of exploitation and child labor and must respect the minimum age of admission provided for in the legislation in force.
57. Treat workers with dignity and respect.
58. Do not discriminate on the basis of race, sex, age, physical condition, or any other factor.
59. Respect and comply with the Portuguese legal and regulatory provisions in force on labor law and occupational safety and health.
60. Ensure and promote respect for free labor, based on fair and transparent contracts for workers.



61. Not to use and/or tolerate the use of forced or compulsory labor, as well as the use of illegal workers, and to condemn any practices such as withholding identification documents, part of wages and other benefits as a way of forcing or forcing the provision of work.
62. Ensure adequate remuneration for workers and respect the maximum limit of normal and additional working hours, as well as rest periods and days, in accordance with the legislation in force.
63. Respect the freedom of association and collective bargaining of workers by refraining from any type of judgment and not exercising any reprisals or discrimination.
64. Promote training and the acquisition of appropriate skills of workers in order to improve their work skills and contribute to sustainable and safe practices.
65. Adopt measures that promote the reconciliation of the professional, family and personal life of its employees.
66. Develop environmental, safety and social responsibility awareness.
67. Adopt attitudes and practices that promote sustainable development.
68. To prevent the occurrence of situations or behaviors that damage or may jeopardize the image, reputation and prestige of VITROHM.
69. Be responsible for any material, human or environmental damage caused by its employees and subcontractors in the exercise of their respective functions and contracted activities.
70. To guarantee confidentiality and professional secrecy over all information and documentation relating to VITROHM, as well as all private information, of which it may become aware under or related to the execution of the supply or contract, ensuring non-transmission to third parties and respect between the parties involved, and this obligation applies to all employees and subcontractors.
71. Adopt transparent practices and take voluntary commitments or collective, anti-corruption and/or anti-bribery actions.
72. Adopt practices that avoid conflicts of interest.
73. Actively fight against all forms of corruption, active or passive, paying special attention to any form of payments, favors and complicity that may induce the creation of illicit advantages.
74. Implement measures to prevent the occurrence of any practice or conduct that may constitute an act of bribery, corruption, or influence peddling, punishable by criminal law under applicable law.
75. Refrain from offering free gifts, goods, or services, enticing or conditioning VITROHM employees in order to influence their relationship with the company.

## 5 EMERGENCY SITUATIONS

Inside VITROHM's facilities, the **external supplier** must respect and comply with the rules regarding emergency situations, as well as fire prevention and firefighting, following the rules established at VITROHM.

In the event of an accident or incident occurring as a result of a supply or service at VITROHM's premises, the employees of the **external supplier** involved should immediately contact the VITROHM person responsible for supervising the supply and service in order to take the necessary measures.

The communication to VITROHM does not exempt the **external supplier**, and each employer, from the reports that must be made to the competent entities and provided for in the current legislation.

The **external supplier** must have civil liability insurance whose policies cover losses and damages, including those of an environmental nature, arising from its activity.

## 6 CONTROL OF THE ACTIVITIES OF EXTERNAL SUPPLIERS AND CUSTOMER VISIT

VITROHM may carry out monitoring activities and follow-up audits with its **external suppliers** at any time in order to verify the proper compliance with the requirements established above, as well as its contractual, legal and regulatory obligations.

Thus, VITROHM's suppliers must authorize the visit to their facilities by VITROHM employees or VITROHM's customers, provided that they are indicated by VITROHM, as well as the performance of second-party audits if

the evaluation or performance raises doubts or if it is considered that the product/service provided is of high complexity.

Whenever any of these requirements is not met, VITROHM may suspend, interdict and cancel the supplies and services of the **external supplier**.

Also, when non-compliance with current legislation or safety standards is verified, or evidence of conditions that expose workers to serious and imminent risk, VITROHM, through its representatives, reserves the right to immediately interdict the supply or service, including the removal of the people involved, until the necessary measures are taken to properly regulate safe working conditions.

Failure to carry out verifications by VITROHM does not mean omission and/or agreement with practices that are not in accordance with the legislation in force or that are contrary to the content of this document, and the external **supplier** and its employees are entirely and completely responsible for the consequences arising from these actions.

## 7 CLAIMS OF NON-COMPLIANCE WITH THESE LEGAL REQUIREMENTS AND OBLIGATIONS

In the event of non-compliance with these requirements by the **external supplier** during the term of the contractual relationship, VITROHM reserves the right to claim the supply and service by the means it deems appropriate to the type and magnitude of the problem, including the issuance of a record of non-conformity and penalties, which must be answered by the **external supplier** within a period defined by VITROHM.

VITROHM also reserves the right to demand from the **external supplier** the reimbursement for any costs incurred by VITROHM and that are proven to result from the aforementioned breaches and its legal, regulatory and contractual obligations.

Trajouce, Portugal

The VITROHM Management

Operations Director

Managing Director