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**PHILIP MORRIS  
INVESTMENTS B.V. JORDAN**

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# PMJ-EH-0100-E ENVIRONMENT HEALTH AND SAFETY GUIDELINE FOR SERVICE PROVIDER

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## 1 Purpose

This document aims to provide PMI Service Providers with guidance on the minimum EHS requirements and standard rules to be applied in Philip Morris Jordan factory premises.

### Why it is important for PMI

This Standard supports the implementation of EHS compliance requirements for services at PMJO facilities that ensure the Services are conducted in full respect of the PMJO Environment and Occupational Health and Safety Minimum Requirements.

Appendix A: "Service Provider Undertaking Of Compliance" must be returned signed to the PMI Coordinator.

## 2 Scope/Applicability

These Guidelines apply to the following:

<b>Processes</b>	Processes from OMSP attributes
<b>Functions &amp; Business units</b>	Functions & Business units from OMSP attributes

**Table 1: Scope/Applicability**


The following elements are NOT in the scope of these Guidelines:

<b>Out of scope</b>	Products
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**Table 2: Out of Scope/Applicability**


## 3 Definitions and Acronyms

Abb.	Denomination	Definition
PMJO	Client	Philip Morris Investments B.V Jordan, incorporated and registered in Jordan with company number [16484] whose registered office is at Na'ur, Umm Albasateen road - Madaba Triangle P.O. Box 1875 Amman 11941, Jordan
	Contract	A legally binding agreement between the Service Provider and the Client.
EHS	Environment, Health and Safety	Environment, Health and Safety Department in charge of Environmental protection, Occupational health and Safety at work.
	Service Provider	Any person, firm, company, vendor, supplier (including any of their employees, servants or agents), that enters into a contract with the Client to provide

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		services to the Client (or to another member of the PMI group). This term corresponds to the term “Supplier” that is often used in PMI contracts.
	Emergency:	Any condition which poses a hazard to the environment, life, company or community property. This may include fire, explosion, contamination with hazardous materials, spills, leaks, emissions, product related issues, bomb threats, serious medical cases, etc.
	Incident	An unplanned and uncontrolled work-related event, or series of events, that results or could result in environmental damage, injury or illness to people, property loss, or business interruption. When an incident occurs, it is important to report the occurrence so actions such as an investigation can be taken to make sure that a similar or more serious incident does not happen again.
MSDS	Material Safety Data Sheet	A sheet listing the hazardous properties and appropriate handling method for chemicals and chemical compounds.
PPE	Personal Protective Equipment	Specialized clothing or equipment used by employees / contractors / visitors for protection against health and safety hazards. PPE is designed to protect many parts of the body, e.g. eyes, head, face, hands, feet, skin, respiratory system and ears.
	Environment	Are surroundings PMJo, including air, water, land, natural resources, flora, fauna, and where humans interact and perform activities.
	PMI Coordinator	PMI employee to implement and/or coordinate the Service Provider’s activities and contract.
NM	Near Miss	Is an unplanned event that did not result in injury, illness or damage to properties, but has potential to do so.
	On-site Service Provider	A Service Provider for which at least one employee works 100% in PMJo premises.
	Other Service Provider	Any Service Provider for which the employees work less than 100% in PMJo premises.
	Random check	Any unplanned control performed by the PMI Coordinator or the EHS Team to ensure that EHS rules and requirements are applied by the Service Provider’s personnel.
SPC	Service Provider’s Coordinator	Service Provider’s representative responsible for supervising and directing the on-site activities of the Service Provider’s personnel.
	Audit/Inspection	Systematic approach to evaluate and check the work area and identify workplace behaviors in order to determine whether the Service Providers’ activities conform to EHS Rules and whether these rules are implemented effectively and are suitable for achieving the PMI EHS objectives.

**Table 3: Definitions and Acronyms**

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## 4 Key Elements

### 4.1 General and Legal Requirements

The Service Provider personnel must comply with the following Jordanian legal requirements if applicable:


- Last updated Labor Laws and its Amendments No. 8 of the Year 1996 and No. 42 of the Year 1998.
- Ministry of Labor initial medical check instructions of the Year 1999.
- Jordan Standard and Metrology Organization's Standards No. JS524:1987, JS1048:1996, 264, 1548, 742, 1399, 136, 268, 959, 431, 1134, 1049, 688, 687, 607, 17, 525, 286, 1054, 1189, 1140, 1818 and 1812.
- Social Security Law No. (1) For the year 2014 and Health and Safety instructions of the Year 2011.
- Jordanian fire code 16-549/3/2004, 16-548/3/2004 and 16-547/3/2004.
- Ministry of Environment laws No. 6 for the Year 2017, 24/2005, 65/2009, 28/2005, 52/2006, 52/2006, 1/2003,
- Safety and protection of machinery, industrial equipment and Sites of work Regulation No. 43
- The formation of committees and moderators of Occupational Safety and Health Regulation No. 7
- Resolution on the level and the training entities for Supervisors of Occupational Safety & Health for the year 2002
- Instructions for Protection of the workers & establishments from the risks of the work environment for the year 1998
- Resolution on the Medical Aid Tools & Equipment for the Workers in Establishments for the year 1997
- Chemical Permissible Exposure Limits.
- List of the Occupational Diseases.
- List of employment incidents / accidents Public Health Law No. 47 for the year 2008
- Traffic Law of the Year 2008.

The Service Provider must comply with the following PMI Principles and Practices:

- PMI EHS Principle and Practices so called "PMI08-C"
- PMJO 903 – Parking Area Operational Affiliate Practice
- PMJ-EH-120.1-E-F01 General Contract Management Annex
- EHS.D.122 –EHS COMPLIANCE REQUIRMENTS FOR SERVICES AT PMI FACILITIES (EHSCR)

The service provider must insure that his vehicle is complying with local legal regulation site EHS requirements before entering the site and should be maintained , security will check the vehicles before entry and will not allow any vehicle to enter unless in good condition and have the required certificates and licenses.

The service provider will receive a leaflet from the security guards regarding the main instructions that he should comply with and contact numbers in case of emergency.

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If the Client considers it necessary, it may issue specific work procedures or permits not referenced in this document.

If the applicable EHS rules are not complied with, the Client reserves the right to remove the relevant employees from the PMI premises.

## 4.2 EHS Rules on Site

The Service Provider shall take all reasonable precautions while on PMI premises to ensure the health and safety of persons including: PMI employees, other Service Providers, the Service Provider's employees, Sub-Service Providers and visitors.

The following rules, as well as any other rules given by the PMI Coordinator or by the EHS team, must be applied at any time in all PMJo premises.

ALWAYS behave in a way that:


- PROTECTS YOUR HEALTH and SAFETY and that of your colleagues and others with whom you interact in the course of business.
- SAFEGUARDS PMJo's ASSETS, REPUTATION and the ENVIRONMENT.
- Understand and ADHERE TO APPLICABLE REGULATIONS and the Company's EHS Principles and Practices, Standards and Guidelines and seek improvements where appropriate.

Environment, Health, and Safety:

- SAFETY is a condition of employment.
- Always FOLLOW THE RULES & SIGNS.
- DO NOT RUN in the premises.
- Sort your WASTE in the right places.
- Use only tools, equipment and adapted multi-sockets and electrical equipment that are appropriately maintained.
- Smoking is allowed only in designated areas.
- Within PMI premises, Jordanian road rules are applicable. The maximum speed in 20 km/h in all PMJo car parks and circulation areas and 10km/hours in the PMJo entrance curve.
- No drugs or alcohol can be brought to PMI premises. Persons under the influence of alcohol or drugs won't be permitted access to the premises.
- Housekeeping rules:

Service Provider's personnel must apply the following rules to ensure that personnel, material and equipment are safe from unexpected movement such as falling, slipping, rolling, tripping, or any other uncontrolled motion:

- Keep all floors clean.

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- Clean up spillages immediately. If the floor is wet, use appropriate signs to indicate that extra care is required or that people are directed to use another route.
- Use fall protection (e.g. barriers) to prevent any falls and, when working at height, secure tools and equipment against falling.
- Avoid loose cables crossing pedestrian routes. Use cable guards to cover cables.
- Ensure that floor mats are securely fixed and that edges do not present a tripping hazard.
- Install warning signs to indicate potential obstacles. Temporary risks and/or restricted areas should be segregated by the use of yellow tape, etc.

Fire protection and Emergency preparedness:

- Corridors, exit routes, emergency exits and access to safety material (fire extinguisher, safety showers...) **must be kept clear of obstructions.**
- Service Provider's personnel must know the location of the nearest emergency exits, fire extinguisher, assembly point and emergency layout.

### 4.3 Risk Analysis

- On-site Service Providers:

To ensure that the EHS risks related to the services provided are reduced to a minimum level, the Service Provider must follow a risk assessment process before commencing work at PMI premises. This must include:

- The identification of hazardous situation and assessment of risks in order to define risk levels.
- The implementation of preventive actions with the intention of reducing these risks levels.
- The communication of the risks and related preventive actions to its personnel.

The Service Provider shall use its own methodology or can request the PMJo methodology from the PMI Coordinator.


The Service Provider must review the risk analysis no less frequently than once per year. When the provided service modified significantly, or an event (incident, accident, near miss) occur, the Service Provider must perform a new risk analysis.

The Client will review, and approve or reject the risk assessment. The Client reserves the right to modify (or add to) the preventive actions proposed by the Service Provider.

- Other Service Providers:

To ensure that the EHS risks related to the services are reduced to a minimum, the Service Provider must support the PMI Coordinator in completing in the EHS Authorization Form before commencing work.

This includes:

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- The identification of hazards linked to the Service Provider activities on site
- The definition and implementation of preventive measures to prevent the occurrence of an accident (or at least to reduce the consequences in case of an accident)
- The communication of the EHS Authorization Form to all Service Provider personnel.

#### 4.4 EHS Trainings

- On-site Service Providers:  
All Service Providers' personnel working at PMJo facilities must attend the "EHS Induction training" provided by PMI coordinator. They must attend refresh training every one year.

The Client reserves the right to:

- Invite Service Providers' personnel to specific PMI EHS training sessions related to the activities to be performed.
- Request the SPC to provide it with employees' qualification certificates or permits related to the activities to be performed.

Attendees' sheets are recorded and a copy to be kept with PMI Coordinator.

#### 4.5 Environment

We are committed to constantly improve our business activities to achieve the highest standards of environmental sustainability, particularly in the areas of climate change, water stewardship, waste management and deforestation. Sustainability is a shared responsibility, best delivered in collaboration with others.

We recognizes that adopting good practices will have a positive impact on the environment and service providers should segregate the generated waste and to reduce the use of natural resources by not wasting water and by turning off lights and equipment where it is safe to do so.


##### 4.5.1 Waste Management:

- On-site Service Providers:

The management, disposal and control of waste in line with the applicable law is the full responsibility of the Services Provider (including collection, transportation, storage and removal of waste from the site and disposal in approved disposal locations) and It's required to sort waste in multiple bins.

The Services Provider should provide all information about waste disposal locations to PMI.



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The Services Provider shall take all necessary precautions to ensure the complete protection of ground and underground against pollution. The burning of surplus waste shall not be permitted.

Solid or liquid wastes that are hazardous or regulated in any way are not to be disposed of in general site waste receptacles. Special attention must be given to the volatile waste products.

The Services Provider will create and maintain all documentation in respect of the management and disposal of waste as required by applicable law and will provide copies to PMI.

#### 4.5.2 Hazardous Substances:

- On-site Service Providers:

The list of chemicals (including acids, fuels, oils, lubricants, chemicals, paints, coatings, coolants, cleaners, flooring materials, etc.) must be communicated by the Service Provider to PMI.

Up-to-date Material Safety Data Sheets (MSDSs) must be sent to PMI Coordinator and be available to Service Provider Personnel at the site.

All hazardous substances must be used, stored and disposed by the Service Provider in compliance with the law and EHS requirements stated on the Material Safety Data Sheet.


All chemicals brought onto the site by the Service Provider must be properly labelled and segregated to prevent potential hazardous mixing and ensure that all the Service Provider Personnel are made aware of the hazards associated with the chemicals being used and the environmental impact in case of spillages and how to deal with it according to MSDS instructions.

Spillages/Leaks must be immediately cleaned up according to the materials safety date sheet and the occurrence reported to the PMI coordinators

#### 4.6 Personal Protective Equipment

Unless agreed otherwise, the SPC must provide appropriate PPE to its personnel and ensure their compliance with PMI and Jordanian legal requirements in this area (e.g. safety shoes, safety glasses, hearing protection, etc.).

The Client reserves the right to remove employees or visitors from the Facility if the appropriate PPE is not used or is not used properly.

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## 4.7 Incident Reporting

When an Incident/Near Miss occurs, it is important to report the occurrence so actions can be taken to ensure that a similar or more serious incident does not happen again.

The Service Providers' personnel must report immediately to the PMI Coordinator any accident or incident (including fires) resulting directly from their work or services and that could have resulted / has resulted in injury or damage to people, property or the environment.


If the PMI Coordinator is not available, the event must be reported to EHS Team or Security Team.

The Service Providers' personnel must remain available to the EHS team for investigations purpose. The investigations will be treated as confidential and the concerned persons will remain anonymous.

## 4.8 Audits and Inspections

When To ensure that Service Providers' personnel apply the EHS rules presented in this document, the following processes must be implemented:

- Random checks:
  - The SPC must perform random checks. The frequency is defined by the type of activities and the risks related to them.
  - If one or more rules are not applied, these activities have to be stopped until EHS rules are applied and that corrective measures are implemented. The PMI Coordinator must be immediately notified of the non-conformity.
  - Results of random checks are reported to the PMI Coordinator.
- Planned EHS Audit/Inspections:
  - For on-site Service Providers, periodical audits/Inspections are conducted by the SPC.
  - The PMI coordinator can conduct separate EHS audits or can attend the Service Provider's audits/Inspections with the support of the PMI EHS team.
  - Audits/Inspections are planned in advance and based on the EHS rules applicable to the activities. The frequency shall be defined by both the PMI Coordinator and the SPC based on the types of activities and the risks related to them.
  - The results of the audits, as well as any action plans, are communicated to the Service Provider's personnel and the PMI Coordinator.
  - The Service Provider personnel shall implement corrective actions and the SPC shall regularly communicate progress in status reports to the PMI Coordinator.

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## 4.9 Emergency Response

When an Incident/Near Miss occurs, it is important to report the occurrence so actions can be taken to ensure that a similar or more serious incident does not happen again.

The Service Providers' personnel must report immediately to the PMI Coordinator any accident or incident (including fires) resulting directly from their work or services and that could have resulted / has resulted in injury or damage to people, property or the environment.

If the PMI Coordinator is not available, the event must be reported to EHS Team or Security Team.

The Service Providers' personnel must remain available to the EHS team for investigations purpose. The investigations will be treated as confidential and the concerned persons will remain anonymous.

## 5 Roles and Responsibilities

Entity/Department	Key responsibilities
PMI EHS Teams in Jordan	<p>Establish, maintain, monitor and improve the Service Provider's management processes in PMJo premises according to EHS requirements.</p> <p>Provide support and expertise to the PMI Coordinators on any EHS concerns.</p>
PMI Coordinator	<p>Ensure that the Service Provider is informed of all PMI EHS rules (both general and job specific) and potential hazards.</p> <p>Verify that the Service Provider has trained its employees in accordance to the requirements of the service to be delivered.</p> <p>In specific cases verify that employees have the adequate work certifications.</p> <p>Verify that the Service Provider has provided appropriate equipment including Personnel Protective Equipment (PPE) required by the specific task to be performed to its employees.</p> <p>Ensure that the Service Provider's activities are performed in line with Jordanian legal (local) and PMI EHS requirements.</p> <p>Conduct random checks of the Service Provider's activities.</p>

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Service Provider Coordinator (SPC) and Sub-Service Provider	<p>Become familiar with PMI’s requirements and expectations in terms of Environment, Health, Safety and Fire prevention.</p> <p>Read and follow the contents of this guideline and consult with the PMI Coordinator or the EHS team for any questions about its contents.</p> <p>Ensure that the Service Provider’s employees know, understand and respect the PMI EHS Compliance Requirements.</p> <p>Ensure that all Service Provider’s personnel have the necessary skills and training for executing the expected work safely and without risks including suitable site induction training and information on the site rules and procedures, H&amp;S risks and environmental impact.</p> <p>Conduct a risk analysis of the activities to be delivered, through its own methodology or through the PMI EHS methodology, and communicate the results to its employees.</p> <p>Take relevant measures to reduce the risks and impacts identified during the risk/impact assessments.</p> <p>Report any incident to the PMI Coordinator or the EHS team.</p>
Service Provider personnel and Sub- Service Provider personnel	<p>Comply with the Jordanian (Local) and PMI requirements in respect of the Environment, Health &amp; Safety and the implications thereof for the execution of the work under the contract.</p> <p>Report any incident to the PMI Coordinator or the EHS team.</p>


**Table 4: Roles and responsibilities**

## 6 Reference & Related Documents

- PMI and local legislation standards.
- PMI EHS Principle and Practices “PMI08-C”
- PMJO 903 – Parking Area Operational Affiliate Practice
- PMJ-EH-120.1-E-F01 General Contract Management Annex
- EHS.D.122 –EHS COMPLIANCE REQUIRMENTS FOR SERVICES AT PMI FACILITIES (EHSCR)
- EHS.D.203-EHS WORK PERMITS

## 7 Records

- Service Provider Employees Induction Training Attendance Sheets.
- Delivered Trainings to the service provider employees.
- Audits and Inspections.


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- Risk Analysis according to the contractor work activities.
- Work Permits.

## 8 Revision History

Major version N°	Author (Last name, First name)	Effective date (dd/mm/yyyy)	Description of change
1.0.0.0	Sakhriah, Hasan	Refer to the effective date in the document header	New Guideline

Table 8: Revision history

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## Appendix A: “Service Provider Undertaking Of Compliance”

**PMI is committed to provide a SAFE AND SECURE WORK ENVIRONMENT for all its Employees, Service Providers & Visitors.**

PMJ-EH-0100-E ENVIRONMENT HEALTH AND SAFETY GUIDELINE FOR SERVICE PROVIDER contains a set of Environment, Health & Safety guidelines and rules for all PMI Service Providers in Jordan.

Its main objectives are to:

- Reinforce the importance of Environment, Health and Safety.
- Make sure that all Service Providers:
  - Know the key PMI EHS rules and how to apply them.
  - Recognize, Understand and Respect EHS and Fire prevention signs.
  - Know how to adequately react to Emergency situations.
  - Know how to report any EHS related issue.

This Guideline cannot cover every situation and they are not intended to do so. Each service provided presents hazards and risks that require special alertness, awareness and good judgment on everyone’s part. In addition, the requirements established by the particular site where the work is being performed must be complied with.

In all cases, the EHS risks present shall be reviewed and, when required by PMI, additional practices established as needed to minimize those risks.

It is everyone’s duty to work safely and to correct unsafe acts, practices and conditions for the protection of one’s self and others. It is extremely important that each person understands how to accomplish each task safely and if not known or understood, stop and ask before the work begins.

If, while working, something changes on the job that was not planned for, stop and ask before continuing.

The Service Provider’s personnel and sub-Service Providers must comply with any reasonable and legitimate instruction given by the Client and must not put themselves at risk, or through their action / inaction, put at risk the health and safety of any person, or cause damage to materials, services, plant, equipment, or affect the Clients’ production or the environment.

**UNDERTAKING OF COMPLIANCE** (If the Service Provider has a contract with the PMI entity, verify that the contract includes a condition that requires the Service Provider to comply with PMI’s EHS Guidelines. If the contract does not include such a condition, or if there is no contract at all, then ensure that the Service Provider read and adhere to this guideline)

The Service Provider undertakes to, in performing work under its engagement, comply with the requirements of Jordanian law concerning Environment, Health & Safety, and with PMI’s Environment, Health, and Safety Guidelines, standards and requirements for PMJo Service Providers.