

## 1. GENERAL PROVISIONS

- 1.1. This Regulation is an integral part of the contractual conditions associated with all the orders and contracts established for the execution of work or the provision of services by third parties (“**Service Provider**”) to the Purchaser, SIDUL AÇUCARES, Unipessoal Lda. (“**SIDUL**”). This regulation applies to all facilities owned or operated by SIDUL.
- 1.2. Service Providers (and their subcontractors) must sign the “Declaration of Acceptance of the Service Providers Regulation” and, if applicable, the “Declaration of Acceptance of the Service Providers Regulation (subcontractors)” of these Regulations, completing and signing the list of insurance policies contained therein and returning it to the Purchasing Department before the beginning of the contracted works.
- 1.3. SIDUL may hold the Service Provider liable for its or its subcontractors’ non-compliance with this Regulation.
- 1.4. The Service Provider must take out a contractual liability insurance policy against third parties, valid for the duration of the work, which satisfies the provisions of Clause 8 of SIDUL’s General Purchasing Terms and Conditions, as well as any others that are applicable by law to the Service Provider’s activity, including Work Accident Insurance and Civil Liability Insurance. This provision likewise applies to any agents or subcontractors engaged by the Service Provider.
- 1.5. The Service Provider must submit to SIDUL all documents proving the validity of the applicable insurance policies, before the beginning of the contracted work. These documents must be sent directly to the Purchasing Department of SIDUL ([Compras@asr-group.com](mailto:Compras@asr-group.com)).
- 1.6. For the first provision of services to SIDUL, the Service Provider will be contacted, by e-mail, by the company responsible for managing the documentation of SIDUL service providers, in order to make available the necessary credentials to create an access account to the Electronic Platform for the Management of Documents of Companies, Employees and Machinery.
- 1.7. Once the account has been created, the Service Provider must proceed to upload the compulsory documentation to the Electronic Platform for the Management of Documents regarding employees, companies and machinery. Such documentation must be in conformity with the requirements set down in the “*Manual for Required Subcontractor Documentation*” (as amended and updated from *time to time*) which is available on request from SIDUL. This documentation is applicable to the Service Provider, as well as to its subcontracting chain (including self-employed workers). All the documentation must be uploaded to the aforementioned platform at least 48 hours before any work begins so that it can be properly analysed and validated.
- 1.8. The Service Provider must comply with this Regulation and any other rules applicable to the location where the work will be carried out, namely rules on Workplace Health, Hygiene and Safety, Food Quality and Safety and Environment, whenever these are progressively applied by SIDUL.
- 1.9. The Service Provider must proceed at all times in compliance with the applicable legislation in force, SIDUL rules or any existing codes of good practice. No Service Provider may claim ignorance of applicable legislation or of this Regulation.
- 1.10. The Service Provider is responsible for informing and instructing its workers, agents and subcontractors about the content of this Regulation and about any of the matters that are communicated to it by SIDUL, and it must also submit evidence of such communications, including by way of the “Declaration of Acceptance of the Service Providers Regulation” and, if applicable, the “Declaration of Acceptance of the Service Providers Regulation (subcontractors)” form, duly completed and signed by any engaged subcontractor.
- 1.11. SIDUL may object to and demand that the Service Provider remove any one of its employees, agents or subcontractors who, in SIDUL’s opinion, behaves inappropriately or fails to comply with the provisions of this Regulation, and such an employee, agent or subcontractor may not be reinstated to the contracted work, without the prior written authorisation of SIDUL.

In the event of failings of any kind to comply with this regulation, or of any improper conduct on the part of the employees, agents or subcontractors by the Service Provider, SIDUL reserves the right to terminate the contract with the Service Provider and cancel any order that may have been placed with it. This termination of contract will be definitive and will release SIDUL from any and all obligations to the Service Provider and its subcontractors.
- 1.12. Except as otherwise established in the contractual documents, all notifications and requests for clarification must be addressed to the designated SIDUL representative or, in cases where no representative has been designated, to the

Purchasing Department ([Sidul.Purchasing@asr-group.com](mailto:Sidul.Purchasing@asr-group.com)).

At least 48 hours before starting the services, the Service Provider must inform the SIDUL's representative or, in cases where no representative has been nominated, the Purchasing Department ([Sidul.Purchasing@asr-group.com](mailto:Sidul.Purchasing@asr-group.com)), about its normal working hours and must also provide information on the elements of identification of their staff, namely the number of people involved in the services to be provided, the name and number of their identification document and the number of vehicles assigned to the services and the respective registration if there is a need for them to enter the premises.

- 1.13. The Service Provider must not affix any kind of advertising or take photographs of the facility and its interior, or make any reference to SIDUL or its facilities, in any advertising material, without the prior written approval of SIDUL.
- 1.14. The Service Provider must not offer, or agree to offer, to any member of SIDUL's staff, any offer of value or any kind of payment. It is acceptable to offer calendars and to exchange Christmas cards.

## 2 ACCESS TO THE FACILITY/SAFETY REQUIREMENTS

- 2.1. The entry and exit of the Service Provider's employees, as well as of its work vehicles, where authorised, are monitored and recorded using electronic cards. All the persons in the service of the Service Provider must enter/leave the premises through the turnstiles, which read the access card that was allocated to them by the guard at the gate.
- 2.2. All the persons in the service of the Service Provider must present themselves at the North Gate for identification and allocation of the access card and to receive instructions. The Service Provider is responsible for the safekeeping and integrity of the access cards, being liable for the cost of their replacement in the event of the loss of or damage to the same.

The access cards are allocated individually to each of the Service Provider's workers and must not be used by anyone other than the person to whom they were allocated. While the worker is at the Sidul facility, the access card must be carried at all times by the worker to whom it was allocated and must be visible at all times. At the end of each day's work, the access cards must be returned to the guard at the gate.

- 2.3. Before beginning any task, all the persons in the service of the Service Provider will receive training on safety, quality and environment, in order to ensure proper knowledge of all the key requirements and policies of SIDUL with regard to such matters.

The service vehicles of the Service Provider will be authorised to enter the facility only when their entry is essential, according to the criteria established by SIDUL. The drivers of the Service Provider's service vehicles must comply at all times with all SIDUL rules and circulation signs while inside the facility.

- 2.4. SIDUL will not provide parking areas for the Service Provider, unless otherwise agreed in writing in advance.
- 2.5. The personnel in the service of the Service Provider may leave their tools at the SIDUL facility, or at the gates in the guard's safekeeping, for short periods of time, but SIDUL assumes no liability whatsoever in the event of loss of or damage to the same.
- 2.6. In the services to be provided at the SIDUL facility, the use of citizens of under 16 years of age or who are in the country illegally and/or without a resident's permit is not allowed.

- 2.7. The Service Provider is responsible for the safety of its tools, materials, equipment, vehicles and personal items of its workers and must hold an insurance policy covering the loss of or damage to said items.
- 2.8. SIDUL reserves the right to search the persons and vehicles that enter or leave the facility in the service of the Service Provider and to examine any parcel or package being carried by the same.
- 2.9. It is not permitted to take any kind of material or good from the SIDUL facility, without the prior written authorisation of SIDUL's management.
- 2.10. The following are considered serious infringements and are therefore strictly prohibited:

- (a) the production, consumption, possession, sale, purchase and unlawful distribution of drugs and alcohol;
- (b) the deliberate destruction, sabotage or theft of goods or products of the Company;
- (c) acts of intimidation, threats or violence in the work location;
- (d) the possession of any kind of weapon at the facility or in the property of the Company (including service vehicles);
- (e) any deliberate act of intrusion or which facilitates intrusion into the facility or into

restricted access areas (e.g. entrance via access card only).

### 3. WORKPLACE HYGIENE AND SAFETY

3.1. The Service Provider must provide a copy of its Health, Hygiene and Safety at Work policy, whenever requested by the SIDUL representative, and before the beginning of the provision of services.

3.2. Whenever the work and services to be carried out are specific, or whenever SIDUL deems it necessary, the Service Provider must supply, 48 working hours in advance of the start of work or services or upon SIDUL's request, the relevant safety procedure(s) and risk assessment of the activity or activities that will be carried out and evidence that it has complied with this Regulation and that it has the resources and time for the specific activity, with a view to their analysis and validation by SIDUL.

3.3. The Service Provider must operate in a responsible manner at all times and never jeopardise the safety of its personnel and the personnel of SIDUL and its facility, as well as that of any other person that may be at the facility. SIDUL reserves the right to request, at any time, verification of the training and qualifications of the persons in the service of the Service Provider.

3.4. The Service Provider must accept and act in conformity with what is established in SIDUL's workplace hygiene and safety management systems and policy, which will be made available to it by the SIDUL representative, upon request.

3.5. The Service Provider and its personnel must attend any safety meetings and initiatives regarding workplace hygiene and safety, whenever invited to do so by the SIDUL representative.

#### Personal Protection Equipment (PPE)

3.6. The minimum individual safety and protection equipment required by SIDUL for the work and services to be carried out at its facilities is:

- (a) protective helmet;
- (b) protective footwear (with anti-puncture sole and toe impact protection);
- (c) work uniform bearing the name of the relevant service provider company;
- (d) high-visibility reflective vest (or uniform with high-visibility reflective strips);
- (e) ear protection;

- (f) protective glasses;
- (g) hand protection, including protective gloves;
- (h) respiratory protection masks if exposed to hazardous atmospheric contaminants (gases, vapours, smoke and dust) resulting from the activity carried on or existing in the work areas.

**NB:** The use of additional PPE may be necessary for certain activities, depending on the recommendations in the relevant risk assessment. The use of glass in face shields or welder protection masks is not permitted. Uniforms and work clothes must not have outside pockets.

#### Work Authorisation Procedure

3.7. The Workplace Authorisation Procedure is an internal organisational measure used to plan and monitor the workplace hygiene and food safety conditions and environment in which certain activities are carried out at the SIDUL facility. This measure, evidenced by way of a dedicated registry, requires the fulfilment of a number of key aspects of workplace safety and food hygiene by three key elements: the internal supervisor, the person carrying out the work, and the person in charge of the area. The Workplace Authorisation Procedure specifies different kinds of work to be carried out, namely: Normal Work, Work done with Naked Flames, Work done with Hot/Chemical Fluids, Work done in Enclosed Spaces and Electrical Insulation Work. Under no circumstances should the activities carried out by the Service Provider result in stopping or interfering in any way with the operations of SIDUL or with the food safety of its products.

It is compulsory to follow the Workplace Authorisation Procedure and to seek a Work Authorisation for the following activities:

- (a) preventive and/or corrective maintenance work, testing, inspection, preservation, cleaning, construction and demolition;
- (b) any work carried out by a third-party service provider;
- (c) any work which, because of its duration, entails a change of shift;
- (d) maintenance work on industrial vehicles by third-party companies and outside of the Auto Shop (e.g. forklifts and loaders).

#### Machinery, Work Equipment and Materials

3.8. The operation of any work machinery or equipment without the prior authorisation of the SIDUL representative is expressly prohibited, especially when its use is envisaged in ATEX-classified areas.

ATEX-classified areas refer to areas covered by EU legislation on the minimum safety requirement for workplaces and equipment used in explosive atmospheres.

3.9. All the equipment present at the SIDUL factory must satisfy the items defined in the applicable legislation (namely in Decree-Law No. 50/2005 of 25 February and Decree-Law No. 103/2008 of 24 June).

3.10. The Service Provider must guarantee, at least 48 hours before the beginning of the work, and similarly to the process for the documentation of companies and workers, that all the documentation regarding the work machinery and equipment is duly uploaded to and updated on the Electronic Platform for Document Management, and in accordance with the terms of the Manual for Required Subcontractor Documentation .

Once the documentation has been validated, all the work machinery and equipment must comply with the following safety requirements:

- (a) the entry of any machine work machinery or equipment to the SIDUL facility is subject to a prior inspection by the SIDUL Workplace Safety Area before it can be used:
- (b) the operation of any machinery or equipment must only be carried out a duly qualified person for the purpose, and the Executing Entity must make available the relevant records for the purpose (e.g. trainer's certificate, training certificate, etc.);
- (c) they must have been duly inspected, with up-to-date maintenance and security checks and have the compulsory functional safety devices (e.g. mechanical protection for moving/thermal parts, sound/visual signs, etc.)

3.11. The Service Provider must ensure that its work yard, equipment and materials are safe and used in accordance with the statutory requirements in force and with any applicable codes of good practice, ensuring the relevant certification to this end. The Service Provider is liable for any loss or damage resulting from the use of its equipment and materials.

Without diminishing in any way the liability of the Service Provider in relation to its work yard, equipment and materials, SIDUL reserves the right to inspect the same and if, after such an inspection, it is SIDUL's opinion that these are not appropriate for carrying out the contracted work or do not have the necessary safety conditions, the Service Provider will be prevented from using them at the SIDUL facility and will not be granted any payment

for the repositioning of the same or compensation for the time necessary for such repositioning.

3.12. The electrical tools used by the Service Provider's personnel must be the appropriate 230 Volts, 50 Hz and AC current.

3.13. Electrical machinery and tools must be in a perfect state of repair and working order, including extensions, earthing connections, and all cables must be appropriate for the facility and the intended use (e.g. double insulation, IP 55).

3.14. All work machinery and equipment must bear the CE marking, be fit for the intended use, and be in good working order and safe.

3.15. All lifting and transport equipment and accessories must be certified, be in a perfect state of repair and working order and be appropriate for the intended use and load.

3.16. The use of personal electrical equipment (radios, MP3, etc.) is not permitted. The personnel in the service of the Service Provider must also obtain information from the SIDUL representative about the restrictions on the use of mobile phones within the refinery and production zones.

3.17. The use of portable ladders and stepladders is limited to sporadic activities of short duration, where no other alternative is justified (e.g. scaffolding, lifting platform, etc.), and wooden materials may not be used.

3.18. The Service Provider is not permitted to use, under no circumstances whatsoever, any non-food quality lubricating oil or putty, or any materials or substances classified as hazardous, except in cases where their use has been discussed in advance and approved by the SIDUL representative, based on the assessment of the safety data sheet for such materials and on a risk analysis. This analysis must be documented and delivered to the SIDUL representative.

The Service Provider must supply to SIDUL, in detail, all the information (specifications and safety sheets) regarding the oils, lubricating parts and hazardous materials that it uses. All these materials must be properly and clearly labelled and identified, stored and handled in conformity with SIDUL's internal rules.

3.19. Any scaffolding installed by the Service Provider must comply with the SIDUL scaffolding installation rules, which must be obtained from SIDUL. All scaffolding installed at the SIDUL facility will be inspected by SIDUL before use. The approval of the

use of scaffolding by a representative of SIDUL does not release the Service Provider from its responsibility in relation to the scaffolding it assembles.

- 3.20. The need to use any scaffolding structure must be communicated to SIDUL 48 working hours in advance of its intended assembly and installation. This communication must be accompanied by the relevant applicable documentation (approval certificates, assembly and safety procedures/risk assessment manual).

The assembly of scaffolding of over 4 m in height must only be carried out by a specialised company. Scaffolding of 4 m or lower in height may only be assembled by experienced persons familiar with the equipment in question.

Any scaffolding, irrespective of its height or who it is assembled by, needs to be checked and validated by SIDUL after it is assembled and prior to any use.

The use of “Spanish”/“Yellow” aluminium scaffolding and wooden platforms is expressly prohibited. Any materials used on the scaffolding to affix information must preferably be reusable metal (wire) or detectable (for example, detectable plastic clamps) and duly removed and sent to the appropriate waste container once the scaffolding is no longer in use.

- 3.21. The Service Provider is responsible for ensuring appropriate protection for the work and the zone where it is being done, wherever such work may constitute a hazard to persons and goods, and must ensure the appropriate signs, fencing and lighting, particularly in the case of loads being transported high above the ground, the use of equipment which may place people in danger, and at the times or in the places where the lighting is low.

### Emergency procedures

- 3.22. The Service Provider must ensure that all the personnel in its service are familiar with the location of the evacuation routes from the areas where the work is being done and of the emergency meeting point. The Service Provider must also ensure that the work to be done does not under any circumstance obstruct the existing evacuation routes and the access routes to emergency equipment (extinguishers, fire hose reels, etc.).

In the event of fire, the personnel in the service of the Service Provider must:

- (a) attempt to extinguish the fire using the extinguishing equipment existing on site (e.g.

extinguishers, fire hose reels), if they have the knowledge to do so and without compromising their own safety or that of third parties in any way. Any use of extinguishers must be reported to the SIDUL representative.

- (b) activate the closest alarm to them;  
(c) call **65512** (internal emergency line) identifying the location of the fire, i.e. building, floor, location on the floor, etc;  
(d) immediately evacuate the location and move towards the indicated meeting point.

### Smoking policy

- 3.23. Smoking is NOT permitted at the SIDUL facility, except in the identified areas. This ban also applies to electronic cigarettes. Any person found infringing this rule may be obliged by SIDUL to leave the facility and be prevented from returning.

### Portable electronic device use policy

- 3.24. The use of portable electronic devices (mobile phones, pagers, radios, music players, consoles, PDA, others) inside the SIDUL facility, by the personnel in the service of the Service Provider, must not at any time endanger the safety of any worker, the quality of the products produced and marketed by SIDUL, or give rise to damage and costs. Therefore, the use of such devices in the following situations is NOT permitted:

- (a) while operating machinery or equipment and driving vehicles;  
(b) to film or photograph the inside of the Sidul facility;  
(c) while moving around inside the Sidul facility;

Any person who fails to comply with this policy will be subject to immediate departure from the facility.

### Good Workplace Safety and Health Practices Recognition Programme

- 3.25. In order to enhance SIDUL’s safety culture and to encourage safe proactive behaviour which fosters a safe and healthy work setting, SIDUL selects a monthly winner for the *Sidul Safety Award*.

The main criterion assessed for this award is the

safety culture level of all the workers, namely their attitudes and proactivity with regard to WHS. For example, the following items are assessed:

- (a) risk mitigation while carrying out activities;
- (b) creation of better conditions in the workplaces;
- (c) spirit of willingness to help other colleagues;
- (d) cooperation in analysing and discussing task planning;
- (e) making recommendations for improvement with a view to preventing incidents;
- (f) among others.

This award includes:

- (a) 1 €25 hypermarket shopping voucher;
- (b) 1 hamper of added-value SIDUL brand products (5 units);
- (c) formalisation of the recognition in question by the Plant Manager by way of a letter sent to the residence/company of the award-winning worker.

### **Internal regulation on the prevention and detection of the use of psychoactive substances in the work setting**

- 3.26. SIDUL has implemented a regulation for the prevention and detection of the use of psychoactive substances in the work setting which aims to ensure the health, safety and well-being of all the workers that work at its facility and to protect the goods and equipment of the company. Under this regulation, the sale and consumption of alcohol and other psychoactive substances (drugs) at the Sidul facility is expressly prohibited, as is appearing for work and remaining at work under the effect of the same.

Any person present at the SIDUL facility, including the personnel in the service of the Service Provider, may be subjected to detection tests for the following psychoactive substances:

- (a) alcohol;
- (b) amphetamines;
- (c) cannabinoids;
- (d) cocaine;
- (e) opiates;
- (f) methamphetamines;
- (g) benzodiazepines.

For the purposes of detecting alcohol consumption, the Alcohol Concentration in Exhaled Air (ACEA) is

determined using a breathalysing device, while a urine test is conducted for the other psychoactive substances. The screening tests are carried out on a monthly basis using a random computer lottery which identifies the number and name of the relevant worker. The tests will be conducted with maximum discretion and privacy at the Sidul medical station and during working hours. All personnel, including the personnel in the service of the Service Provider, have the duty to cooperate in conducting the tests.

The following are considered a positive result:

- (a) when the ACEA (Alcohol Concentration in the Exhaled Air) is greater than or equal to 0.2 g/L;
- (b) when the test reveals the presence of any of the other psychoactive substances or their metabolites.

In such cases, the worker will be considered to be under the influence of alcohol or drugs and will be declared unfit for work by the workplace medical service until the end of the working day.

### **Accidents and near-accidents**

- 3.27. If the personnel in the service of the Service Provider are involved in an accident (with or without injuries, damage or loss of goods) or a near-accident, the Service Provider must:

- (a) immediately notify the SIDUL representative and participate in the investigation into the incident;
- (b) supply the SIDUL representative with a copy of any report sent to the official entities, in compliance with the statutory requirements for workplace health, hygiene and safety and work-related accidents;
- (c) immediately notify SIDUL whenever it receives a mandate, notification or other communications from the official authorities and entities, resulting from the incident that occurred at the SIDUL facility;
- (d) permit SIDUL's insurance company to file, in the name of the Service Provider, a legal action aimed at ensuring compensation or guaranteeing damages from third parties.

## **4. STAFF FACILITIES**

- 4.1. SIDUL may make changing rooms available for the personnel in the service of the Service Provider. It is the responsibility of the personnel to keep such facilities undamaged, clean and tidy at all times. The use of said facility requires the prior approval of SIDUL before the beginning of the provision of services.
  - 4.2. The personnel assigned to the Service Provider must report all cuts and injuries caused in the execution of the work, regardless of its severity and size, to the person responsible for Health, Hygiene and Safety at Work or to the service nurse, who may use the services to apply a dressing or to receive other appropriate first aid.
  - 4.3. The Service Provider must ensure that its personnel permanently maintain any injuries or cuts properly protected with waterproof adhesive dressings. In addition, the adhesive dressings to be used must be blue and must contain a metal wire, which is detectable by the metal detectors at SIDUL's facilities. If another type of protection is used, it must be covered with a waterproof material and with a metallic wire.
  - 4.4. The personnel assigned to the Service Provider may take their meals at SIDUL's canteen, although this option is subject to the prior authorisation of SIDUL and to specific conditions of use and may be revoked by the latter at any time.
  - 4.5. Personnel assigned to the Service Provider must not consume or store any type of food or drinks, other than plastic water bottles, at the areas indicated for that purpose.
  - 4.6. Alcoholic beverages and drugs (except for physician-prescribed drugs) are completely prohibited at the facility. Even medicines prescribed by a doctor are not permitted in the production areas.
  - 4.7. Every Service Provider must comply with the Psychoactive Substances Prevention and Control Policy in place at SIDUL.
5. **USE OF SIDUL'S MEANS AND RESOURCES**
    - 5.1. The personnel assigned to the Service Provider are not authorised to use the firefighting facilities available at the facility for any purpose other than firefighting and must also bring their own firefighting resources when carrying out work that involves naked flames.
    - 5.2. The Service Provider must obtain authorisation from the SIDUL representative to set up any yard, even temporarily, or containers inside the facility and must remove them immediately after completion of the work or whenever instructed to do so by the SIDUL representative.
  - 5.3. If a specific area is needed for storing materials, the Service Provider must arrange a location for the same and proper authorisation with the SIDUL representative before beginning the provision of services. The stored material must not prevent access to the bait boxes for pest control.
  - 5.4. Any requirements or needs in terms of the temporary supply of electricity, water or other services must be indicated in good time by the Service Provider and arranged with the SIDUL representative before the provision of services begins.
  - 5.5. The Service Provider must not make use of the electricity, water or other services, mechanical and lifting equipment, scaffolding, ladders or any other equipment existing at the facility without the express authorisation of the SIDUL representative and without being subject to the conditions imposed by the latter.
  - 5.6. The Service Provider is responsible for checking and confirming that the facility and all the equipment that is placed at its disposal by SIDUL is safe for the intended purpose and that the personnel in its service, who will be using it, possess the proper qualifications and training to do so safely.
6. **ENVIRONMENT & SUSTAINABILITY**
    - 6.1. **Waste management**

The Sidul waste management system is governed by the waste management hierarchy principle:

      - (a) prevention and reduction;
      - (b) preparation for reuse;
      - (c) recycling;
      - (d) other types of recovery (e.g. burning for energy production);
      - (e) elimination (landfill).
    - 6.2. Sidul uses a colour code to facilitate sorting/selective collection and the correct identification of the waste produced. The recipients must accompany this colour code, whenever possible. Irrespective of the recipient, the waste in question must be identified using the EWC code (European waste category codes).
    - 6.3. The waste must be packed in accordance with its physical features and hazards for transport and temporary storage. With regard to liquid and/or

paste waste, particular care must be taken so as not to exceed the filling capacity of the recipient (not over 90% of the package) in order to prevent spills.

- 6.4. The internal transport of waste must follow good safety practices (fastening the loads, well-closed recipients, etc.) using the proper means, so as to avoid accidents and spills.
- 6.5. The external transport of waste must be carried out by licensed carriers for the purpose, depending on the type of waste. Waste transport documents (e-GAR) must be used for waste in general.
- 6.6. A management plan must be envisaged for waste produced in construction work/projects so as to create the conditions for the segregation, temporary storage and appropriate relaying of the resulting waste (with particular emphasis on hazardous waste), complying with the provisions of this regulation and internal procedures. In cases where the contractor is responsible for the waste, it must ensure that such waste is properly relayed, and send copies of the relevant e-GARs.

## Spill prevention

- 6.7. Tasks (including maintenance and other tasks) where there is a risk of a spill must be carried out in places with the most appropriate conditions for the purpose (impermeable floors, with drainage points connecting up to the industrial effluent network or which are duly protected).
- 6.8. Appropriate containment measures must be arranged (e.g. trays) and the by-products of the work in question must likewise be kept in areas that are protected from the weather, which are impermeable and to which access is controlled.
- 6.9. When transporting liquid (fuels, chemicals), appropriate means (e.g. retention basins) must also be used and the recipients must be fastened so as to prevent them from falling and the resulting spill.
- 6.10. The Service Providers must bring the necessary containment measures (e.g. emergency kits with containment/absorption means and protection of adjacent areas) so that they can do so quickly if needed, safeguarding against the contamination of the soil and watercourses.
- 6.11. The hazardous waste resulting from such tasks must also be collected, properly packed, identified and sent to the licensed entities for the purpose.

## Rational and efficient use of resources

- 6.12. With a view to the sustainability of the ecosystem of which we are part and of our Facility, all resources (water, energy, replacement materials, tools, etc.) must be used as strictly necessary, thus producing less waste, and be sent for recovery (recycling), thus responding to the demands of our clients and internal targets and milestones.

## 7. FOOD QUALITY AND SAFETY, ENVIRONMENT AND HYGIENE

### General use areas

- 7.1. The Service Provider must permanently keep the respective work areas clean and tidy, and must avoid the accumulation of any excess waste or materials through its regular removal and never less than once a week. Any accessory materials used, including work tables, tool carts and material storage zones, must be tidy and clean at all times, so as to minimise contamination of the operating areas. All the maintenance work that is done in operating areas must be carried out under controlled conditions, with a view at all times to avoiding and eliminating any potential contamination of the final product or surrounding area. Whenever possible:
  - clearly visible partitions must be placed around the location where the work is being done.
  - the equipment to be repaired must be transferred from its own area to a workshop or other location where the repair of the same may be carried out in better conditions, without the risk of contaminating the product.

Any inflammable waste or materials must be removed regularly. The waste containers must be clearly identified with the name of the service provider to which they belong or with the designation of the work/services to which they refer, with the corresponding name of the waste and EWC (European Waste Category) code. SIDUL packaging materials must not be used, under any circumstance, to hold materials, tools or waste.

The Service Provider must ensure that all the waste produced by it is placed in the appropriate waste containers existing at the SIDUL facility.

Following any maintenance work, the personnel assigned to the Service Provider must verify that:

- (a) all screws, nuts, bolts and washers have been properly placed and adjusted;
- (b) excess putty and oil on the machines has been cleaned off;



- (c) waste from the maintenance work is not spread around the equipment and surroundings;
  - (d) all coverings and other parts belonging to the equipment have been correctly placed;
  - (e) none of the parts or utensils used, such as tools, screws, etc., are missing;
  - (f) there has not been any action that could have resulted in a possible contamination of the product. In such a case, the SIDUL representative must be advised immediately.
- 7.2. The Service Provider must comply with internal rules and national legal requirements for segregation, collection and final destination to be given to the waste it generates at the SIDUL facility. The removal of waste from SIDUL's facilities is the responsibility of the Service Provider, and SIDUL should receive a copy of the Waste Monitoring Guide, after they have been delivered to their final destination. Details of this procedure are available upon request to the SIDUL representative.
- 7.3. Personnel assigned to the Service Provider must always respect the rules for the identification and segregation of waste, as well as the respective colour code.
- 7.4. The Service Provider must comply with and respect at all times the internal procedures of SIDUL and the rules on the food quality and safety of its products under which it is certified, and must likewise guarantee on an ongoing basis that its activities do not endanger the food quality and safety associated with the refining, packaging and storage operations, the packaging materials and finished products.
- 7.5. The use of glass and hard plastic materials is prohibited without the prior written authorisation of the SIDUL quality representative. In the event of a breakage of glass or hard plastic in any production and storage areas or any operating area, work must be immediately stopped and the entire affected area must be immediately sealed off and the SIDUL representative informed at once, in order for the internal glass breakage procedures to be initiated. This procedure is also applicable to flashlights, spotlights and other materials temporarily associated with the work in question.
- 7.6. No accessory materials for the work sessions which wear easily and may constitute a contamination risk for the product, such as sisal ropes, tools or brushes with wooden handles, among others, are permitted.
- 7.7. The existence and reading of reading material, the content of which is not relevant to the work to be done, is not permitted in all the SIDUL operating areas (refinery, production, warehouses and maintenance zones and workshops).
- 7.8. The Service Provider must use all the measures necessary to control noise, vibrations, dust and other emissions into the atmosphere, spills or any other forms of pollution.
- 7.9. Eating and drinking – Eating and drinking outside of the canteen or bar or taking food or drinks to the work locations, with the exception of plastic water bottles, is expressly prohibited.
- The ban on eating extends to chewing gum, boiled sweets and any other foods for chewing. Water may be drunk in the operating areas as long as the following hygiene rules are obeyed: a) the water bottles must be kept closed and must only be opened when they are going to be drunk; b) once empty, the bottle must be deposited in a suitable container (plastic packaging) or reused for the same purpose (water). Water bottles may not be left in the operating areas or be reused for other substances.
- ### Critical Areas
- In line with SIDUL's Site Quality Policy (as amended and updated from time to time), which is available on request from SIDUL, key areas are defined as those where an inappropriate level of hygiene and cleanliness places at risk the food quality and safety of the products marketed by SIDUL. These areas include, but are not limited to, high-risk areas such as all the packaging zones, including those for big-bag filling and loading of cisterns, sugar storage and transport systems, refining zone (Refinery), finished product warehouses, packaging material and chemicals, utilities.
- Whenever the contracted work is being done in key areas, the followed must be observed:
- 7.10. Health: Before beginning or resuming the tasks to be done in the key areas, any person who has signs of diarrhoea, vomiting or food-caused infections, must immediately inform the SIDUL representative who, in turn, must send that person to the infirmary for observation. The personnel assigned to the Service provider who enter the SIDUL facility must sign the Commitment Declaration of compliance with the Lisbon Refinery Guide, which includes the declaration of absence of food infection symptoms.
- All sores, cuts, scratches and infected areas must be covered with waterproof, blue, detectable sticking plasters appropriate for the food industry. All personnel must report the loss of such plasters

to the SIDUL representative, whenever this loss has occurred in circumstances where there is a risk of contamination of the product. The personnel in the service of the Service Provider who are using normal sticking plasters when they arrive at the SIDUL facility must have them checked by the service nurse and, if necessary, replaced by an approved food industry model.

- 7.11. Protective clothing: The personnel in the service of the Service Provider must wear a clean approved protective coat in the key areas at all times. The clothing worn must be closed with studs, zip fasteners or velcro: clothing must not have buttons. The clothing must only have internal pockets. Protective footwear must also be of an approved model and must be kept clean and in good condition. Hair must always be covered with an appropriate net or cap and, in the case of long hair, the use of hairclips/elastics/jaw clips outside the cap to keep hair inside is not permitted.

The protective clothing used in the key areas must not be used outside of the SIDUL facility or left in the work areas. SIDUL provides lockers for storing the protective clothing to be used in the key areas, and the availability of the same must be assured by the Service Provider, with the SIDUL representative, before the provision of the services begins.

- 7.12. Personal hygiene: Hands must be kept clean at all times and the personnel must wash their hands whenever they enter a key area and regularly throughout the work period, particularly whenever they use the toilet facility or handle waste. Fingernails must be kept short and clean and the use of false or gel nails, or nail polish, is not permitted.

Chewing gum, spitting or using a toothpick, sticks or coffee stirrers is not permitted in any of the key areas.

- 7.13. Personal items: Personal adornments (chains, necklaces, bracelets, watches, earrings, rings, piercings), including jewellery and other materials (plastic, rubber, fabric, leather, etc.), are not permitted, except for wedding rings. The use of glasses and contact lenses is permitted provided that they have been prescribed by an

ophthalmologist and are covered by overglasses. However, any breakage or loss must be immediately reported to the SIDUL representative. The ear protections to be used must be a SIDUL-approved model, detectable and always attached to the user by means of a string. Only one-piece detectable pens made of anti-shatter materials are permitted. There must not be any loose sheets or pieces or paper and the paper to be used must be in blocks or must only be the approved record sheets. The use of elastic bands or staples is not authorised. The use or existence of smoking materials, including electronic cigarettes, or any other personal items in areas that are identified as key areas is not permitted.

- 7.14. Eating and Drinking: It is strictly forbidden to eat and drink outside the canteen or bar or to bring food or drinks to workplaces, with the exception of plastic water bottles.

- 7.15. Use of glass, crockery or hard plastics – Glass or hard plastic materials or utensils or crockery may not be taken into the key production areas, except in the cases authorised in advance by the SIDUL quality representative. Any and all breakages of glass must be immediately reported to the SIDUL representative who will immediately initiate the glass breakage procedure and ensure that all the pieces resulting from the breakage are accounted for, collected and eliminated in appropriate containers outside of the key areas.

The personnel in the service of the Service Provider must always immediately report the breakage of light bulbs, window glass or acrylics and of other materials that are being used in the work session.

- 7.16. Pest control: All the existing access doors and windows in the key areas must be kept closed, unless mosquito nets have been installed. All temporary openings must also be closed. The waste and rubbish that can attract and hold pests, such as scaffolding boards and pipes, debris from engineering and maintenance work, etc., must be removed as quickly as possible. Any signs of the presence of pests (insects, mice, birds, cats, etc.), or any sighting of the same, must be immediately reported to the SIDUL representative. It is not permitted to have pets enter or stay in the SIDUL facility.

## DECLARATION OF ACCEPTANCE

The company \_\_\_\_\_, registered at the \_\_\_\_\_  
Commercial Registry, under no. \_\_\_\_\_, having its registered office at  
\_\_\_\_\_, herein represented by \_\_\_\_\_, as  
\_\_\_\_\_ (hereinafter referred to as “**Service Provider**”) hereby declares:

- (i) that it was given, on the date hereof, by the company SIDUL AÇUCARES, UNIPessoal, LDA, (hereinafter referred to as “Comprador”) “**SERVICE PROVIDERS REGULATION**” of Sidul Açúcares, Unipessoal, Lda.” (hereinafter referred to as “Regulation”);
- (ii) **that it understands the content and implications** of all the provisions of the Regulation, which it accepts are an integral part of the General Terms and Conditions by which this Order is governed;
- (iii) **that it undertakes to comply with** all the provisions of the Regulation, accepting that SIUDL may interrupt the work, without any costs or penalties arising therefrom for the same, whenever it is understood by its representatives that said provisions are not being complied with in full;
- (iv) **that it will disclose and provide** the terms of the Regulation to all employees and any subcontractors that carry out work or services at SIDUL’s facility, within the scope of the work awarded by the Order and under the responsibility of the Service Provider.

\_\_\_\_\_  
(Signature and stamp)

Name:

Capacity:

Date:

## DECLARATION OF ACCEPTANCE (subcontractors)

The company \_\_\_\_\_, registered at the \_\_\_\_\_  
Commercial Registry, under no. \_\_\_\_\_, having its registered office at  
\_\_\_\_\_, herein represented by \_\_\_\_\_, as  
\_\_\_\_\_, hereby declares that it has received the Regulation for Service Providers of  
Sidul Açúcares, Unipessoal, Lda., having read and understood the content of the same and agreed to proceed  
in accordance with the same throughout the entire period that it is at the facility and for so long as the services  
agreement between them remains in force.

\_\_\_\_\_  
(Signature and stamp)

Name:

Capacity:

Date: