



S.H.E.

information

(Safety, Health, Environment)

WORK SAFELY, OR NOT AT ALL

Table of contents	Page
1. Safety, quality and sustainability	2
1.1 Employees' responsibilities	5
1.2 Rules of conduct	5
1.3 Responsibility to report	6
1.4 Procedures concerning uncertain and dangerous situations	7
1.5 Reporting accidents	7
2. Safety measures	7
2.1 General indications concerning procedures and safety measures (safety instructions)	7
2.2 Work with machinery, equipment and tools	9
2.3 Personal Protective Equipment (PPE/PBM)	9
2.4 Dangerous materials	13
2.5 Working at heights	14
2.6 Use of ladders	16
2.7 Work on scaffolds and movable platforms	17
2.8 Cranes and lift platforms	17
2.9 Work in confined spaces	18
2.10 Working with electricity	19
2.11 Working with screens	20
2.12 Physical Strain	21
2.13 Wood dust, quartz dust and welding fume	21
3. First aid	22
4. Insurance	22
5. Fire and explosion protection	23
6. Diseases and Accidents	24
6.1 Reporting a disease	24
6.2 Disease procedures	24
6.3 Return to work	24
6.4 Reporting a recovery	24
6.5 Sick leave	24
6.6 Accidents caused by a third party	24
6.7 Sanctions	25
6.8 Consulting company doctor / occupational health doctor	25
7. Special operations	25
7.1 Measures when working alone	25
7.2 Working on or close to water	25
7.3 Work-related psycho-social stress	25
7.4 Working with and around contaminated ground	26
7.5 Working with glass wool, mineral wool and PUR	26
7.6 Safety for office staff	26
7.7 Summary	29

ATTENTION:

General rule: Different data and values may apply with respect to work in different countries. Make sure that you are acquainted with these rules before you start to work!

Safety, Quality and Sustainability Assurance

The safety, quality and sustainability policy of TecLine International BV, hereinafter referred to as "TecLine", aims to achieve and maintain a high standard of quality, safety, health and well-being of the company's internal and external employees in their day-to-day work.

1. Safety

TecLine is certified according to the checklist VCU 2011/05. In this regard, it has not only been the aim to obtain the certificate, but also to shape a particular mind-set of the employees concerning safety, health and the environment.

TecLine intends to achieve the following thereby:

- Avoiding risk situations, accidents and near-accidents
- Preventing personal injuries
- Ensuring safety and health
- Employing external staff in a well-considered manner, by way of agreements with clients that provide more clarity concerning compliance with safety and health regulations
- Continuously improving the services in the fields of safety, health and well-being

Regular visits are paid to project sites and it is checked if the actual work situation is consistent with the assumed situation. TecLine's clients are always involved in these inspections and evaluations.

Each year, analyses are conducted and discussed with all involved, so that the set aims can be optimized and reached permanently.

2. Quality

TecLine operates according to its own quality system and applies the procedures prepared for this purpose in daily operations. The quality system is subject to regular audits. TecLine conducts a defined number of analyses among the clients and external staff on an annual basis. This way, the service quality is monitored and improved continuously.

3. Sustainability

At a company where everything is about people, the social responsibility of the business is a matter of course. For TecLine, the sustainability policy therefore does not have a self-serving purpose but it is a fixed part in the daily course of business. This policy is footed on three core values, specifically:

People : the person is at the center
Planet : responsible use of energy
Profit : responsible handling of resources

3.1 People

TecLine is keenly aware that its success depends on people. For this reason, the company always sets the person in the focus. Personal wishes and ambitions of internal employees are thereby considered to the furthest extent – regardless if this relates to the exercise of tasks or additional training and continued education. The motto is here: A satisfied employee is a better employee. All of this leads to a low absentee rate and many years of employment due to a low staff fluctuation.

External employees (seconded staff) are offered interesting technical projects in their personal field of expertise. The principle here is that our clients are to treat external employees equal to their own employees. This way, they remain dedicated. TecLine offers external staff good accommodation in the near vicinity of projects and conducts periodical checks as to the quality of these accommodations. All of the accommodations are certified according to the requirements of the SNF (Stichting Normering Flexwonen = Foundation for the Standardization of Accommodations for Mobile Migrants).

At the same time, TecLine asks its external personnel at regular intervals according to a defined evaluation procedure for their feedback about and experience with the accommodation and offered projects.

TecLine's management supports several charitable purposes. For example, the employees' bed sheets that are left behind at an accommodation after the staff moves out are cleaned and given to orphanages and children's homes and other institutions in Romania. Furthermore, the management also supports charitable organizations such as Plan Nederland, the Kids Foundation and the Red Cross.

3.2 Planet

TecLine attempts, wherever possible, to make a contribution to environmental protection, in that the energy consumption and CO₂ emissions are limited to a minimum. The aim is to always find accommodations for employees within a radius of maximally 25 kilometers away from the project site. This way, commuting is minimized.

For internal employees, environmentally friendly vehicle models are strongly promoted when a new vehicle is chosen. There is a sponsorship policy in place for the purchase of cars with the A energy rating and the lowest possible CO₂ emission in the relevant class.

All field force employees of TecLine can log in remotely to the computer network and use all systems without limitations. The number of kilometers driven between the residence and place of work is thereby limited to a minimum.

All of the account managers of TecLine live in the region for which they are responsible. This way, proximity to the customer is guaranteed and the total number of kilometers driven per year is further reduced.

It is intended in the offices of TecLine to limit the environmental burden to the furthest possible extent. For this reason, TecLine for example, does not use any plastic dishes in the offices and promotes the reuse of, e.g. cartridges, printers and computers.

3.3 Profit

Besides a healthy growth strategy, compliance with the legal requirements is a priority at TecLine. The company is for example, a member of the NBBU (Nederlandse Bond van Bemiddelings- en Uitzendondernemingen) [Association of Labour Leasing Agencies in the Netherlands] and is screened as such at regular intervals, as to whether the requirements of the NEN 4400 standard are observed. This compliance means in concrete terms that TecLine fulfils the legal requirements in the segment of personnel management and wage accounting.

TecLine has developed a web-based application called "Request" on its own initiative, owing to which all employees have real time insight in the entire logistics process – from the time of creation until secondment to the project site. All administrative processes run digitally so that the environmental burden is minimal. Clients always have all required documents and approvals available in digital format. This way, TecLine is able to assume all related activities on behalf of the clients at low costs.

The aim is that all employees of TecLine know this policy and that it is passed on and applied in practice.

Amsterdam, June 2016

J.F.M. Korver



P.L.C. Sengers



P.M. Muller



1.1 Employees' responsibilities

Regulations are established within the European Union in relation to Health and Safety at Work. When translating European Directives into national legislation, member states are permitted to impose stricter rules to protect employees. The legal requirements relating to Health and Safety at Work may therefore vary between the different European member states.

For example the limit for working at height is set at 2.50 metres in the Netherlands, but in Germany it is 2 metres, while Shell have adopted a figure of 1.80 metres for their sites, everywhere in the world.

It is therefore extremely important that you are aware of the health and safety rules in the country where you will be working. So you must ask about the specific health and safety rules before you are deployed by our business and at the kick-off meeting at the project site!

Don't start work unless you have been properly instructed and you are sure the job can be completed safely!

The safety at work law ("Arbowet" (the Netherlands) / ArbSchG (Germany) contains employees' rights and responsibilities with respect to safety at work.

Responsibilities resulting from the safety at work law:

- Create a safe workplace by means of applied measures!
- Follow the accident prevention indications!
- Use measures, materials and working equipment according to the arrangements!
- Use measures, materials and working equipment with care!
- Do not use any measures, materials or working equipment unreasonably!
- Technical defects must be immediately referred to the supervisor and if possible, eliminated, unless it does not enter your responsibilities or you do not possess a qualified knowledge in the field!
- *Examples:*
 - ↳ You must not eliminate any defects in electric wiring or equipment; it is the electricity experts' responsibility!!!
 - ↳ If there is a risk of tripping over scattered objects, the objects must be removed.

Rights that follow from the health and safety at work law:

- Health and safety training
- Reporting any suggestions concerning questions related to health and safety
- Indications that are unreasonable and whose execution may provoke risk, do not have to be realized;
- Occupational health doctor's or company doctor's assistance for the employees if an evaluation of working conditions and safety measures applied indicates that there is a risk of health damage.

1.2 Rules of conduct

- Employees of TecLine do not discriminate on the basis of:
 - sex;
 - religion;
 - sexual orientation;
 - political belief.
- At TecLine we respect each other's beliefs and convictions in these matters.
- Sexual intimidation is not accepted at TecLine. This includes, among other things:
 - Comments and innuendos with sexual overtones;
 - Placing sexually-charged posters and the like.
- Employees who feel discriminated against or sexually intimidated by colleagues can report this to their contact person at TecLine anonymously.

- At TecLine work is carried out in an environmentally aware fashion; this implies, among other things:
 - Waste is disposed of according to the regulations of our customers;
 - At the accommodation waste is separated according to the indications of the manager of the accommodation;
 - Light is switched off when absent;
 - Thermostat / heating is set lower when absent;
 - Equipment is not unnecessarily set to stand-by when absent;
 - Windows and doors are not unnecessarily left open;
 - In our driving behaviour we take possible fuel savings into account; this saves money.
- Tips for fuel savings:
 - Switch to a higher gear as soon as possible, between 2000 and 2500 revolutions;
 - Drive, as much as possible, at an equal speed at a low number of revolutions in the highest gear in the course of which the engine runs smoothly;
 - Drive in the fifth gear at 80 kilometres per hour and in the fourth gear at 50 kilometres per hour;
 - Look ahead as much as possible and anticipate what the other traffic is going to do;
 - Keep enough distance;
 - When you notice you need to reduce speed or need to stop at traffic lights, timely let go of the gas, do not gear down and let the car slowly come to a standstill in the gear of the moment;
 - Observe the applicable speed limit;
 - Switch off the engine whenever possible. It is already worth the effort in case of a 1-minute stop.
 - Avoid energy wasting through unnecessary use of electronic equipment, e.g. air conditioning and rear window heating;
 - Pick the route accurately, leave on time and avoid rush hour as much as possible;
 - Avoid unnecessary weight in the car;
 - Prevent unnecessary large air resistance; remove the roof box, bicycle rack or roof rack when it is not used;
 - Maintain the car according to the regulations; thus the car stays in good condition and you prevent the car from running less economically;
 - Periodically check the tyre pressure.
- It is under no circumstances permitted to use alcohol and/or drugs during work. Obviously it is strictly prohibited to work when you are under influence of alcohol and/or drugs.

1.3 Responsibility to report

As you read the present guidelines, you can see that TecLine is actively involved in health and safety questions. Therefore, it is an essential responsibility that you inform us about any accidents, risks and hazards in the workplace. It is your **responsibility to report** any accidents and dangerous situations. It is on the basis of your reports that TecLine will be able to take the necessary measures in order to prevent health risks, accidents and occupational diseases.

If any of the above mentioned situations occurs in your environment, **you must report it without delay to the qualified supervisor.**

Then, you are also obliged to report the event by telephoning TecLine!

- **Uncertain / dangerous situations**
A sudden dangerous situation in the workplace which, in the long run, may provoke an accident
- **Accident risk**
An unintentional event which does not inflict any damage to people or objects; however, in adverse conditions it may provoke damage
- **Work accident**
An accident of a limited duration in which body damage is inflicted by an outside factor, which may cause health damage or death.
- **Occupational disease**

A disease caused by particular factors that affects a specific group of people performing a certain type of work more often than other members of the society

- **Environmental damage**

An event which causes damage to the environment as a result of soil contamination, air and water pollution or excessive noise.

ATTENTION: Any accidents that happen on the way to the workplace are also referred to as work accidents and therefore the responsibility to report them applies also in this case!

You should inform your supervisor upon your employment about any diseases or disorders that you suffer from, e.g.:

- Attacks of panic,
- Claustrophobia,
- Epilepsy
- Allergies,
- Diabetes,
- Influence of medicines, if taken,
- Other mental or physical disorders.
-

1.4 Procedures concerning uncertain and dangerous situations

As a TecLine employee you have the right and responsibility to undertake an action in uncertain or dangerous situations.

Work must be immediately interrupted. Any technical defects must be referred to the supervisor without delay and make sure they are eliminated on condition that you possess qualified knowledge and it is one of your responsibilities!

You must warn your colleagues.

1.5 Reporting accidents

Workplace accidents resulting in serious damage or death are reported by TecLine to I-SZW (the Netherlands) / Staatliches Amt für Arbeitsschutz (Germany) / federale Overheidsdienst WASO (Belgium).

It is not necessary for you to inform them on your own.

2 Safety measures

Each workplace and each environment is connected with specific hazard and risk. Therefore, each employee must be informed about all the risks and required safety measures.

ATTENTION: You will receive workplace instructions and procedures by means of our clients! In case you do not receive them, please contact TecLine without delay!

2.1 General indications concerning procedures and safety measures (safety instructions)

- Follow your supervisor's instructions and indications about accident prevention!
- Get informed about emergency exits, their location and fire assembly points in case of an emergency.



Emergency exit



Emergency exit
right



Fire assembly point

- Get informed about how to react in case of an emergency e.g. in case of fire or immediately after an accident (e.g. emergency plan)
- Make sure that you know where the fire extinguisher and the first aid kit are.



Extinguisher



Hydrant



First aid kit

- Each time the fire extinguisher has been used report it to your supervisor so as to make sure that it is refilled.
- Do not block the passage ways. Escape routes should be kept clear of all obstructions, no fire equipment or first aid kit should block them (even temporarily!!!).
- Make sure that access roads are accessible for the fire brigade.
- Park your car only in an area designed for this purpose.
- Respect prohibitions, warnings, instructions and rules. Emergency signs (green ones) and fire safety signs (red ones) are shown above.

Prohibition signs



No hand protection



No open flame



Fork-lifts prohibited



No smoking

Warning signs



Danger corrosive



Danger explosive atmosphere



Danger electric shock risk



Fork-lift trucks operating

Mandatory signs



Eye protection must be worn



Ear protection must be worn



Hand protection must be worn



Mask must be worn

- Do not enter the premises that are not your workplace. Respect *No unauthorised access* signs.



No unauthorised access



Zutritt verboten



Unbefugten Zutritt verboten

- Respect the smoking ban. Never smoke in an area in which there is explosion risk.
- Do not stop in areas where swaying objects may collapse.
- Waste such as shells, sharp objects, cloth tainted with oil must be stored in adequate containers. Keep your workplace clean!
- Do not drink alcohol before coming to work and at work.
- The above applies also to the use of drugs and abuse of medicines!
- You are allowed to work in confined spaces only if authorised, e.g. in containers and chutes!
- Sexual abuse, mobbing, discrimination and other forms of violence on colleagues and third parties are forbidden!
- No entertainment activity is allowed in the workplace.
- No minors are allowed to work according to the Dutch laws and German laws concerning protection of minors.
- You are obliged to monitor the work from the very beginning with respect to the application of safety measures.
- Remember to mention even tiny cuts in the book for reporting accidents.
- Each accident must be reported to your supervisor without delay.
- You must be present at each health and safety at work training.
- You are obliged to report any hazards that you know of.
- At the end of your work remember to place secret documents in adequate places.

- Make sure that you are familiar with our clients' regulations.
- You are obliged to support professional assistants who are to ensure safety at work.

ATTENTION: No work is so urgent that you should ignore safety regulations!

2.2 Work with machinery, equipment and tools

- Use only the machinery, equipment and tools with whose direction of use you are familiar and which you are authorized to use.
- Follow safety regulations of your workplace!!!
- Health and safety regulations should be displayed in a visible place. They must not be removed or ignored!
- Use work equipment (e.g. fork-lift trucks, cranes or lift platforms) only if authorized.
- Do not use damaged work equipment e.g. damaged wires.

2.3 Personal Protective Equipment (PPE)

Personal Protective Equipment should be provided by the employer, unless technical and organizational measures provide sufficient protection (hierarchy of measures)!

Personal equipment must be labelled with the EC sign!

- Personal Protective Equipment must be of the right size, e.g. safety helmet, eye protection, ear protection, hand protection and foot protection.
- Personal Protective Equipment must be worn if required by the workplace regulations.
- Wear PPE when operating machinery. Wide sleeves or collars may become entangled in the machinery.
- Make sure that you do not wear gloves while operating machinery with revolving parts (e.g. circular saw or drifter drill)
- Remove rings, watches and bracelets before work.
- Long hair should be protected with a head cover (hair-net, cap).
- Damaged PPE must be replaced!
- Do not put sharp objects into your pockets.

ATTENTION: As an employee you are obliged to wear the required protective clothing!!!

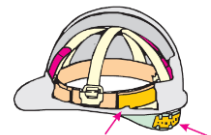
**ATTENTION: Important notice for supervisors:
Make sure that the employees under your supervision are wearing protective clothing!**



Head protection

Safety helmets must be worn in each work where there is danger of head damage by swaying, rolling or protruding objects.

- **In particular while working on a building site,**
- In civil and forest engineering work,
- In case of underground work,
- When operating machinery with a mandrel.



Head protection is obligatory when there is a possibility of injury as a result of thermal, chemical or electric effects, e.g. work in high temperature or work with electric equipment.

Hair-nets and *caps* are required when operating machinery whose movable parts may entangle loose hair or plaits.

Hoods are used when there is danger of head damage. A hood must not be used interchangeably with a helmet!

ATTENTION: Do not leave your safety helmet on a car seat as the sun damages the plastic!

Eye and face protection



Eye and face protection is obligatory when there is a risk of face or eye damage by protruding parts or liquids or radiation (UV, IR), e.g. in case of:

- metallurgic and fixture work,
- working with machinery generating splinters,
- working with chiselling,
- working with acids or solvents,
- forest or garden work,
- working with chain saws and milling machines,
- working with cement mixer,
- working with radiation,
- disintegration and shell removal.



Masks



Protection masks must be worn while working with poisonous gases, vapours and dusts as well as when there is danger of oxygen lack.

With respect to the atmosphere: gas and vapour filter.

Terms of use:

- min. **17 Vol.-% of oxygen** in the air,
- **accumulation of dangerous substances**

Contact with dusts e.g. in case of woodworking and metalworking

Gas filter classification			
Class	1	2	3
Flow rate	Low	Medium	High

Dust filter classification			
Class	P1	P2	P3
Separation level	Low	Medium	High

Irrespectively of the atmosphere:

Insulating equipment (hoses, regenerating devices, etc.)

ATTENTION: The mask must be adequate to the type of risk and the level of accumulation of dangerous substances!!!



Ear protection

When the daytime noise level amounts to **80 dB (A)** the employer is obliged to provide employees with ear protection for voluntary use. It is advisable that the employees consult occupational health doctor.

When the daytime noise level amounts to **85 dB (A)** ear protection must be worn. Occupational health doctor's opinion is obligatory.

Ear protection must be worn in the following types of work:

- Metalworking: punching, pressing, grinding, milling, etc.
- Woodworking: smoothing and sawing (circular and chain saws).
- Working with drill hammers, stone cutting saws, percussive drills, etc.

As far as the possibility of maintaining contact among people is concerned, the following scale is applied:

Up to 70 dB (A) normal conversation is possible

About 80 dB (A) understanding is possible, the voice is raised

About 90 dB (A) understanding is more difficult, shouting is necessary

About 100 dB (A) one needs to shout in order to be heard

About 105 dB (A) use of gestures in order to communicate

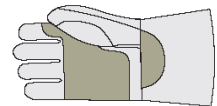
ATTENTION: Hearing damage caused by excessive noise is incurable. Hair cells, once damaged, are not rebuilt!!!



Hand protection

Safety gloves are obligatory in the following cases:

- **Mechanic work** (forging, cutting),
- **Thermal work** (heating, cooling),
- **Chemical work** (cauterization),
- **Biological work** (pathogenic material),
- **Electric work** (electric shock) or
- **Optical work** (UV-, IR-, X-ray)



In the above mentioned types of work there is a possibility of skin injury or body damage through the skin e.g. while working with sharp objects or with dangerous materials.

ATTENTION: While working with machinery with revolving parts you must not wear safety gloves – they may become entangled in the machinery!



Foot protection

There are a few factors that may provoke foot damage and make it necessary for workers to use foot protection: :

- **Mechanical** (protruding or rolling objects, stepping onto a sharp object),
- **thermal** (incandescent elements, heat or cold),
- **chemical** (acids, solvents),
- **electric** (electric shock).



ATTENTION: While executing craftwork protective footwear is obligatory!!!

Skin protection



Skin protection involves three aspects:

- **skin protection,**
- **skin cleaning and**
- **skin care.**



Dangerous for skin are first of all work substances mixed with water. These are for example: lubricants, paints, disinfectants, acids and liquors.

ATTENTION: Apply protection plans!

Protective clothing



Protective clothing must be adequately chosen with respect to potential hazards and distributed to the employees by the company management. There are some types of protective clothing that vary depending on the type of workplace:

- protective clothing against mechanical interactions,
- protective clothing for electricians,
- protective clothing against chemical substances,
- protective clothing for welders.

Fall protection safety



Protective equipment must be worn when there are no technical measures protecting from falling (e.g. lifelines, limiters).

- **Abseiling ropes** (with a regulation)
- **Belaying ropes** (in order to protect the person from falling down)
- **Protection equipment** (lanyard with a steel rope, a belay device with a brake)

Examples:

Works on roofs, scaffolds, trees, tankers and bridges.

Proper use of protective equipment saves your life!

It is advisable to follow the instructions below:

- Be open to advice!
- Control the lifelines and belts before each use – check if there are no defects!
- Do not put the lifelines or other auxiliary equipment to other not predicted use!
- If the belt has already caused a fall, it must not be used again!
- The lifelines must not be shortened or lengthened!
- Pay attention to sharp edges and corners!
- Choose the adequate anchoring points!

ATTENTION: In case of a fall, the equipment must be withdrawn from use and inspected by an expert!!!



ATTENTION: Fall protection equipment must be inspected by an expert at least once a year. In case of a fall a new control should be effected!

2.4 Dangerous materials

Dangerous materials are substances or their ingredients that have at least one dangerous quality.

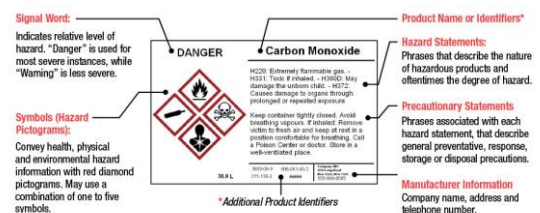
Pictograms – What do they mean ?

Old Piktogram	New Piktogram	What does it mean ?	Where is it used ?
	 <i>Explosive</i>	Unstable explosive. Mass explosion hazard.	Keep distance, wear protective clothing. Keep away from heat, sparks, flames or hot surfaces. No smoking.
	 <i>Oxidising</i>	May cause fire (or intensify it) or explosion.	Do not heat. Wear protective clothing. If contact with clothes and skin, rinse with water.
	 <i>Flammable</i>	Highly or extremely flammable gas, aerosol, liquid and vapour.	Do not heat, or spray on an open flame. Use non-sparking tools, keep container tightly closed.
	 <i>Acute toxicity</i>	Can harm or kill if swallowed, inhaled or in contact with skin .	Handle with care. Do not eat, drink or smoke when using it. Use protective equipment. Avoid skin and eye contact. Store locked up.
	 Health hazard / Hazardous to the ozone layer	May cause allergic skin reaction or serious eye irritation; harm if swallowed or inhaled; harm to the environment.	Avoid skin and eye contact. Avoid release tot he environment.
	 <i>Corrosive</i>	May corrode metals, cause severe skin burns and eye damage.	Keep in original container. Wear protective gloves, clothes, eye and face protection.
	 Hazardous to the environment	Toxic tot he aquatic life	Avoid release tot he environment. Collect spillage.

New Piktogram		
	Serious health hazard	May damage fertility or the unborn child, cause cancer, allergies or asthma symptoms, damage organs
	Gas under pressure	May explode if heated, cause burns or injury

How to deal with dangerous materials

- Respect safety instructions and information signs!
- Respect all the indications concerning particular hazard (H statements) and precautions (P statements)
- Do not eat or drink while working with dangerous material.
- **Avoid unjustified contact of the material with your skin!**
The part of the skin in contact with the material must be immediately washed with large amounts of water. Clothing tainted with a dangerous substance must be immediately removed.
- Make sure that there is proper ventilation while you are operating machinery that is emitting dangerous substances!
- Special attention should be paid to those dangerous materials that may create flammable and explosive atmosphere!
- Never throw away any dangerous materials (acids, paints, liquors, solvents, etc.) to food storage containers.
- It is obligatory to wash hands after work and before eating!



Asbestos

Asbestos is a collective name of a group of minerals with the structure of microscopic fibres. It is the delicacy of the fibres that makes asbestos so dangerous! Individuals inhaling asbestos fibres released e.g. while grinding, cutting and breaking, are in danger of falling ill to **mesothelioma or lung cancer!!!**

Production and use of asbestos are strictly forbidden at present!

Owing to the fact that asbestos can still be found in old insulating materials, asbestos-cement roofing materials and other elements used in construction, people who execute demolition, renovation and conservation works are allowed to have contact with asbestos with the preservation of adequate regulations.

ATTENTION: If it is suspected that a given material contains asbestos, the work should be immediately suspended. You should immediately contact TecLine and your supervisor so that they report it to the Factory Inspectorate. Only after a series of specialistic laboratory exams will it be possible to tell whether the material contains asbestos or not.

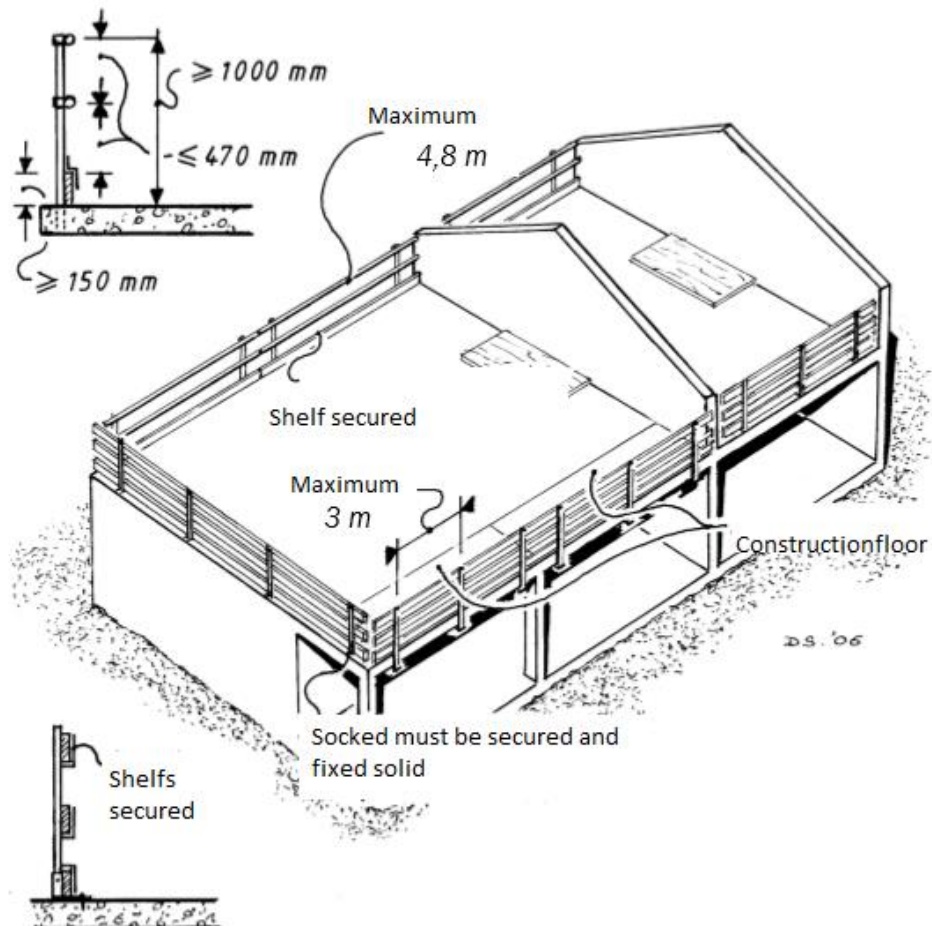
2.5 Working at heights

There is a good reason why work at height receives the most attention from the safety sector and the official inspectors overseeing compliance: accidents related to work at height are generally of a serious nature. The legislators have determined (through European legislation) that in making arrangements for safe working at height, collective measures protecting everyone should be considered first. Such measures would include scaffolding, edge protection or netting. Only if such collective measures are impossible may personal fall protection be employed. The European legislation indicates that measures must be taken from 2.50 metres, but there are countries and businesses who depart from this figure. In the Netherlands for example the figure of 2.50 metres has been explicitly agreed, but in Belgium and Germany the limit is 2.0 metres. Several petrochemical companies (including Shell) have adopted a figure of 1.80 metres at their sites all around the world! So it is important that you know where the limit is. Determining the height does not mean that no measures need to be taken below that height!

The risk of falls must be controlled in all countries.

So think carefully before you work at height!

Example of collective fall protection in accordance with the Dutch legislation:



Working on the roof

Working on the roofs requires the application of different regulations which must be observed:

- Do not work when the wind force is 6 or more;
- Do not work during a storm;
- The roof surface must be clean and non-slippery. Pay special attention to algae and moss on the shingles when there is humidity, ice or snow;
- Use only inspected and well maintained climbing equipment;
- Move along the indicated ways only.

The choice of safety measures depends on the following factors:

1. Type of work;
2. Distance from the roof edge;
3. Type of roof (flat or slanting);
4. Type of roof cover (old buildings, churches and rebuilt houses often have roof covered with clay).

While working on a flat roof the following equipment should be used:

- Protection at the edge of the roof. Its height at the edge of the roof should be of at least 1 m.
- Railing of at least 1 m high;
- Stable or movable scaffold;
- In case the works are conducted more than 4 m from the edge of the roof, the working area should be marked;
- If the working area is at least 2 m away from the edge of the roof, it is sufficient to separate the working area with a fence.

In case of short term works, such as inspections and minor repairs, you may use personal protection from falling or a ladder located on the roof. When using personal protection, make sure that you find a good point of attachment. If the roof is accessible from the outside part of the building or within the range of 2 m from the edge of the roof you should use double protection and safety fence which is 4 m large and 1m high.

Lift platform

Sometimes work is to be undertaken at different heights within short periods of time. In such cases a lift platform is a better solution than movable scaffolding. Platforms are available in all versions. They may be operated by authorized workers who have undergone training about hazards connected with the use of platforms.

Safety regulations concerning platform use:

- Make sure that you are properly informed about directions of the platform use and possible hazards;
- The platform must be operated only by workers who are over 18;
- Protect yourself against accidents;
- Under no circumstances should the platform be elevated with additional steps or boxes;
- The platform should not be used with wind force of 6 and more. Follow the manufacturer's instructions;
- Do not use the platform as an elevator. Je mag niet op hoogte uitstappen, of klimmen op de railing;
- The platform should be inspected at least once a year. The certificate must be displayed on the platform. Control its validity before each use. One person or more?

A supervisor observing the platform's work from below is necessary when the works are more demanding, i.e. in case of residential houses or near elements that are falling or in places with the risk of collision. Analyse the possibility of collision before starting to work. Radio connection is indispensable and obligatory when working at the height of 25 m and more. While working alone, one should always have a mobile phone in order to call for help.

2.6 Use of ladders

Ladder, scaffold or lift platform?

Since the second half of 2004 European laws are in force and they contain the following regulations: *At the very beginning it should be decided if there is safer equipment than the ladder. Stairs may be used as supporting equipment when climbing. They may be useful during short term works and where no other alternative is available.*

In case of short term work at heights and when you want to climb to a workplace located at a height, (see maximum heights) you may use a ladder or stairs.

Most accidents concerning ladders and stairs result from incorrect use. Read on to find more information about how to set and use a ladder (or stairs).

Safety while working on the ladder (or on the stairs):

- Under no circumstances can you set the ladder on a soft or slippery ground, on a table or on a box;
- Do not set the ladder upside down;
- Do not set the ladder right next to the window. If you set it next to the window, you should use appropriate hooks;
- If the ladder is set next to the door, make sure that the door is closed and blocked;
- Mark the access with a fence;
- Do not set the ladder near live active parts. Maintain the distance of 2 m or use an insulated ladder (a wooden or plastic one);
- Set the ladder at a 75° angle. The ladder is correctly set when your toes touch the bottom of the ladder and your stretched arms touch the ladder in front of you;
- The ladder should not move or skid. In case it is necessary, block the feet of the ladder;
- Prevent the upper part of the ladder from skidding. If it is necessary you may attach the ladder with a rope;
- The ladder must be set at least 1 m above the descending area so that it does not collapse when you climb it.

Safe use of the ladder (stairs):

- Do not use the ladder with wind force of 6 or more;
- Do not climb the ladder wearing flip-flops, high heels or clogs;
- Keep the ladder clean. Do not climb it with dirty shoes;
- Always face the ladder when climbing and descending. Keep both hands on the ladder. Use ropes in order to transport equipment and tools;
- Make sure there is easy access to ladder. There should be no obstacles on the way;
- Do not reach too far from the working range of the ladder. Do not place your feet on windowsills – the ladder may collapse as result of imbalance;
- Do not climb higher than the fourth step from the top;
- Never leave the ladder unguarded so that it is not used e.g. by children.

While controlling the ladder or the stairs make sure that:

- Each part of the ladder is controlled before every single use. Check the condition of rungs, ladder feet, joints and rails;
- Never use damaged or broken equipment;
- Remain in touch with the proper office of the company and report any damage to the ladder

(project manager or construction manager).

Twin step ladder

- A-shaped ladder must not be used as straight ladder;
- Use only ladders with strong cleats;
- Remember to strain the safety belt before climbing the ladder;
- You may step onto the top step of the ladder only if the ladder is provided with a safety platform and supporting equipment;
- You must not move from the ladder onto other objects. You must not be operating machinery at the same time as you may fall down;
- With stairs and steep surfaces use only A-shaped ladders with long feet (act according to the directions of use).



2.7 Work on scaffolds and movable platforms

Falls from scaffolds may cause serious injuries and even death; they are most often provoked by technical defects of the scaffold and that make it lose its stability.

- Low scaffolds and mobile platforms can be used only according to the manufacturer's directions!
- Scaffold elements should be inspected by an expert so as to trace any defects. Defected parts must not be used.
- Respect working load limits of the scaffolds!
- Scaffolds must be built by its regulations, closed work floors, maximum heights and stabilized;
- Low scaffolds and mobile platforms may only be moved slowly and on surfaces that are clear of any obstacles!
- Secure loose elements from moving before starting to work!
- No person may be standing on a scaffold or platform while it is being moved!
- Scaffolds should be moved only along or parallel to the diameter line!
- Scaffold or platform wheels must be blocked after the construction has been moved!
- Use only the steps for climbing; do not use any other inappropriate parts of the scaffold for that purpose. Do not jump from the scaffold!
- Do not throw tools, parts of the scaffold or any other objects from it!
- It is forbidden to throw platforms onto other parts of the scaffold!
- It is forbidden to fix lifts on scaffolds unless manufacturer's directions allow it!
- Defects must be reported to the supervisor **without delay!**
- Never work on damaged scaffolds or platforms!

Additional indications: scaffolds

- Climb only on the platforms that are allowed to be used!
- Climbing and descending is possible only on specially designed elements!
- Vertical distance: scaffold surface – working area $\leq 0,3$ m
- Maintain 0,2 m of passage way from stored material!

2.8 Cranes and lift platforms

Cranes may be operated only by employees who are over 18 and who possess adequate authorization to operate a crane and have submitted it to the employer. The company should prepare a commission for the crane operator. In case of cranes used in different workplaces the commission should have a written form. In case of a tower crane it is required to have a certificate about its defect-free work so far, e.g. from BG, TÜV, DEKRA.

Before starting to work on the crane pay attention to the following points:

1. Preparation:

Assess of load, prepare the hook, control the hook, position the outrigger in the place of shipment or place them in the correct position straight away!

Inform the crane operator about the weight of the load!

2. The point of attachment should be placed vertically above the centre of the load!
3. Attach the load. Slings not in use at the moment should be put away unless the cargo should be supported from the outside – in such a case strain them slowly.
4. **Leave the area of risk!!!**
5. Stay in contact with all the people engaged in appending the load. Make sure to warn every person within the area of transportation and shipment.
6. Only one person should be responsible for giving signals to the crane operator!
7. During lifting test make sure that the load is correctly fixed and stable, if it is properly fastened and if the hooks keep it in balance.
8. An imbalanced load must be removed and fastened again.
10. Use the crane in order to transport the load.
11. While transporting big size loads with a strong wind, hoist rope should be used. In such case, leave the area of risk, e.g. stand beside the crane and not in front of it.
12. Unloading must proceed according to the instructions of a person who is fastening the load.
12. The load should be protected from bumping and collapsing.
13. Remove the hook from the load.
14. Attach the hook to the hook eye.
15. While attaching the slings not in use at the moment, make sure that the load does not detach itself.

Slings

- The lifting capacity of the hook depends on type of slings, number of hooks, type of rope and the sling angle.
- The sling angle refers to the angle of the sling to the hook.

Gradient above 60° is not allowed!

2.9 Work in confined spaces

As confined spaces can be considered e.g. containers, kettle-drums, basements and wells!

Hazard connected with work in confined spaces:

- It may be caused by objects e.g. during demolition and conservation works,
- Dangerous electric shock due to the use of inadequate or damaged electric equipment,
- Considerable electric hazard caused by a limited size of the premises,
- The presence of dangerous substances or welding emissions in the confined space,
- The presence of residues of dangerous substances,
- Explosive atmosphere,
- Lack of oxygen.

Safety measures (in general):

- Bear in mind that work in confined spaces requires adequate permits. The permits contain required safety measures!
 - It is your responsibility to apply safety measures!
 - You may start to work only after having applied the safety measures provided in the permits!
 - Wear protective clothing, including a mask and a non-flammable suit!
 - Make sure that you wear an independent protection in the form of a mask while performing welding or metallurgical work or in case of uncertain air composition in confined spaces!
 - Follow the supervisors' instructions!
 - Remember that the alarm point is located outside the confined space! Maintain constant contact with the alarm point (by means of voice or signals)!
-
- Do not obstruct entrances during the work!

- First aid kit and fire equipment should be located in an easily accessible place (stretches, lifts, fire extinguishers, fire blankets, first aid kit, etc.)!
- It is strictly forbidden to smoke in containers and in confined spaces!
- There is not enough air in confined spaces (technical ventilation)!!!
- In an electrically conductive area movable electric equipment may be used only with the application of safety measures:
 Low voltage (alternating voltage max. 50 V, constant voltage max. 120 V, protected against contact – min IP2X) or
 Safety insulation (by means of one or more materials) or
 Protection by means of residual current device (RCD) with the parameters $I_{\Delta N} \leq 30 \text{ m A}$



2.10 Working with electricity

Electric power may cause accidents as a result of electric shock (causing therefore damage to organs, cardiac arrest, shortness of breath or burnings), electric arcs (blinding, burning) and as a consequence of secondary current (sudden accidents caused by fear reaction).

Electric current flows only in a closed circuit. Man is in danger when (s)he forms part of the circuit.

While executing all types of electricity works or near such an area you should use:

- Insulated clothing,
- Insulated equipment (tools),
- Insulated machinery.
- Insulated clothing, machinery and equipment (tools) should be inspected before each use against defects!
- Damaged working equipment must be replaced!
- Insulated tools should not be used in other work and should be stored separately from other tools.

Working with electric equipment

- Before beginning to work with the active parts maintain zero voltage and follow safety regulations while working! In case of high voltage electricity work remember the following safety guidelines!

- 1 Turn off the equipment**
- 2 Secure from another switching on**
- 3 Disconnect the equipment**
- 4 Grounding and short circuit**
- 5 Cover and separate live active parts**

ATTENTION: Electric equipment should be activated, transported and inspected only by properly qualified persons.

2.11 Working with screens

In order to create a proper ergonomic workplace make sure that you apply the following instructions:

1. STEP: Setting up the table and the chair

When setting up the table and the chair follow the procedures below:

1.1 Table that cannot be raised:

- Use the whole surface of the seat, set up the chair height in such a way that your forearm lies horizontally with respect to your workplace (the upper arm and the forearm should form approximately an angle of 90°).
- If in such a position your feet do not rest flat on the floor, use a footrest so as to adjust the angle.

1.1 Raised table:

- Use the entire seat surface. Set the seat pan height so that your legs are at a 90° angle (with the thighs slightly raised horizontally). Your feet should rest flat on the floor.
- By adjusting the table height you can have a 90° angle between your upper arm and your forearm.

2. STEP: Adjust the backrest

Adjust the backrest so that it touches your spine at the level of your waist. The upper part of the backrest should reach the shoulder line. If the backrest is movable, do not immobilize it. The right chair is a dynamic chair. You should change your position from the front to the middle and to the back one.

3. STEP: Adjust the screen, keyboard and document holder

- The screen should be in a position parallel to the window so that you can look directly at the window.
- If possible, do not place the screen equipment right next the window but between the sources of light.
- Maintain proper distance from the screen (about 50-90 cm depending on the font and screen size).

Avoid involuntary positions

- The upper edge of the screen should be slightly below your eye level and never above it (cfr. Fig. 3).
- The equipment should be adjusted to your type of work.
- Pay attention to the set up of your hands (> 5 cm). Do not use keyboard palm support because the keyboard angle becomes larger and the position of your hands is incorrect.

2.12 Physical Strain

There is a great deal of lifting in the construction industry, however lifting is not the only form of physical loading that can lead to damage to health. Working posture and certain movements (for example pulling, pushing or repetitive movements) may also lead to injury. Excessive physical loading is the most significant cause of sickness absence and incapacity for work, and combating it contributes directly to improving the sustainable deployability of staff. Conditions affecting the postural and locomotive systems may result from excessive physical loading. The muscles, tendons, ligaments, nerves and joints are the areas usually affected.

Practical implementation:

- Ensure in advance that organisational measures are in place to reduce physical loading;
- Place materials and equipment close to the working location;
- Use equipment like cranes and forklift trucks in combination;
- Always check whether ancillary equipment is available;
- If lifting is unavoidable, do it correctly.

Instructions for lifting:

- Use force efficiently, use the leg muscles to lift, spare the back as much as possible, avoid rotation of the back;
- Keep the centre of gravity of the load as close as possible to the body;
- Get a good grip on the load and lift with straight arms;
- When lifting, place the feet, slightly spread, on either side of the load;
- "Walk" long items upright.
- Make as much use as possible of your body weight when moving, pulling or pushing loads;
- Lift in stages so that you can get a better grip and assume a better posture when necessary;
- Keep in good condition by means of functional training, rest and sound diet.

2.14 Wood dust, quartz dust and welding fume

Dust is created by a range of construction activities. Perhaps the most hazardous form is quartz dust, which is released when processing plaster, stone etc. and which can enter the lungs. This is very harmful and can give rise to the wasting disease fibrosis.

It is therefore very important that before starting any drilling or grinding work you protect yourself with the appropriate PPE, including a face mask. Equipment with built-in dust extraction is now available and its use is preferred where available.

Dust may also enter the lungs during the processing of many types of timber and plastics, so protection is mandatory here too. When processing metals it is necessary to consider the extraction of welding fume as well as protective clothing.

3 First aid

Unfortunately it is impossible to avoid the occurrence of accidents at work. Research shows that about 20 % of patients could have survived if fast and professional help had been provided on time. First aid should eliminate sudden death risk connected with an illness or an injury; it should also prevent possible harms and further injuries until the moment in which the doctor arrives and takes responsibility for further actions.

Bear in mind that the organization of first aid may differ from company to company.

Get informed about the way first aid and emergency procedures are organized e.g.

- How to react in case of an accident?
 - **Reporting the accident!**
(**WHO** is reporting? • **WHAT** has happened? • **WHERE** did the accident happen? • **HOW MANY** people have been injured?)
 - **First aid!**
(Secure the place of accident, take care of the injured, follow the instructions, if possible do not leave the injured alone)
 - **Other measures!**
(Give directions to the fire brigade and to ambulance. Keep the onlookers at a proper distance)

- Who are the people performing the first aid?

- Where is the first aid kit?

- Where are other materials?



alarm phone



doctor



stretcher



shower



first aid kit



eye rinsing

Remember to document the event in which first aid is performed e.g. in a book for recording accidents.

The record and the data are useful for the insurance agency. They are also essential in case of further consequences.

ATTENTION: If on your first day at work you are not given emergency phone numbers, ask your supervisor to provide them without delay!

ATTENTION: Emergency actions and damage prevention actions are of greater importance than actions that may cause financial loss! Take care of your safety!!!

4 Insurance

As TecLine employees you are insured against accidents at work and on the way to work. Every single accident must be reported to the supervisor and to TecLine without delay!

5 Fire and explosion protection

Fire and explosions are hazardous not only to people's lives and wellbeing but also to the wellbeing of the company and of its employees.

■ Get informed about procedures concerning fire and explosions!

Respect prohibition signs!



No smoking!



No open flame and no smoking

Respect warnings!



Danger
Explosive atmosphere



Danger
Explosive substances



Danger
Flammable
substances

■ Make sure that you know where to find the following:

The nearest fire button

- The nearest fire extinguisher
- The nearest hydrant
- Fire escape
- Fire assembly point



■ Safety measures concerning flammable or highly flammable substances

- Make sure that your workplace is properly ventilated!
- Avoid unnecessary spreading of the dangerous substances!
- Avoid sources of fire!
- Limit as much as possible the use of flammable substances in your workplace (to a daily rate)
- Place waste and leftovers in proper containers!

- Separate scattered dangerous substances!

■ Other fire safety measures

- Make sure that you know where the nearest fire extinguishers and alarm phones are
- Never remove any parts of the fire safety equipment (fire extinguishers, alarm phones, etc.)
- Report any damages to the safety equipment to your supervisor
- It is forbidden to use or turn on other electric equipment that you are not authorized to use in the workplace.
- Emergency exits, fire exits and fire escape must be always clear of any obstacles.
- Emergency and fire exit doors must never be blocked or locked!
- Fireproof and smokeproof door should be kept closed and provided with a special automatic block in case of fire.

Remove any objects from the reach of the door!

It is forbidden to block the door or to attach the closing mechanism.

- Do not empty the ashtrays into the office dustbins!
- Do not use flammable containers as ashtrays!
- Do not throw away lit cigarettes!

6 Diseases

6.1. Reporting a disease

You should report a disease by telephoning the client (contractor) and TecLine between 8:30 and 9:00. The rule applies also when an ill employee is forced to leave the workplace during the work! When reporting the illness you should state its causes and symptoms as well as predicted time of your inability to work. If the employee is staying at an address different from his/her place of residence during the illness it should also be reported to TecLine. TecLine passes the information to adequate authorities.

6.2. Disease procedures

According to the disease prevention law you will be contacted in order to qualify your disease. You may also be visited by a consultant or an occupational health doctor.

If for health reasons or any other reasons you are unable to let the consultant into your house, make sure that you report it. The consultant will decide on what measures to undertake so that the recovery proceeds faster.

It is possible that during your illness you may be asked to visit the company doctor. It is then your responsibility to see the doctor. If you are not visited by the consultant in your home a few days after you have reported your illness, you may expect to receive a so called "personal declaration" („Eigen Verklaring“) by post. Fill in the form and send it to the indicated address without delay even if you have already recovered from your illness!

6.3. Return to work

After the medical consultation the date of your possible return to work should be arranged. If you are still unable to work on that date, remember to report it to TecLine administration. In such case you should submit health certificates to social security.

6.4. Reporting a recovery

As soon as you are able to work, you should begin working full time or part time. Make sure that you report your complete or partial recovery to TecLine administration which in turn will inform the company doctor. You do not have to wait for a call to return to work.

6.5. Sick leave

You are entitled to take a leave only upon the company doctor's and TecLine's agreement. In case you will get sick while being on a leave abroad, report it to TecLine without delay. If you return to work after a leave, you should present to TecLine administration a valid medical certificate about your inability to work and the length of the illness. If no such certificate is presented, the illness period counts as a leave. If at the end of the leave you are unable to return home, you should present a medical certificate about your inability to travel.

6.6 Accidents caused by a third party

If the inability to work is caused by third parties (e.g as a result of a road or sport accident), you should immediately report it to TecLine. You are also obliged to present the entire documentation of the accident. It is indispensable for the claim for damages and salary calculation.

6.7. Sanctions

As you have seen earlier in this document, in our business you work safely or not at all. Clear agreements have been made on this topic with all staff and on all projects.

If for whatever reason you fail to comply with these agreements you will put not only yourself but also our business and the client in danger. As soon as any report of unsafe behaviour is received we will take immediate action, in proportion to the seriousness of the breach.

6.8. Consulting company doctor / occupational health doctor

In case of health problems related to working conditions each employee has the right to consult occupational health doctor. Please contact us if you are interested. Our representative will arrange an appointment for you with the doctor.

7. Special operations

7.1. Measures when working alone

Solitary working happens more often than you might think. It is defined as "carrying out work beyond the direct hearing or vision of a colleague or manager". Those at risk might include installers, machine operators or fitters. They run the risk that help from colleagues or professionals may not be available on site in an emergency.

Where work is being carried out with a risk that you will be required to work alone, the risk must be assessed in advance. Measures must be taken before the work commences, these measures must be clear and must be discussed in advance. The measures may include the posting of an additional worker at a manhole or the provision of a clearly audible or visible alarm.

Don't take any risks with working alone!

7.2. Working on or close to water

Working in the vicinity of water is increasingly common, and includes work on ships, on scaffolding or on duckboards around buildings and ports. It is necessary to take account of the associated risks. The risks of working near water must be identified. Specific requirements are set down in law to cover such activities, such as the minimum height of guardrails, the provision of rescue equipment and protection when working at height. Make sure you are aware of these rules!

7.3. Work-related psycho-social stress

Our business does all that is possible to create a pleasant and safe working environment, but there will always be some risk of excessive pressure of work. In such situations you should contact your line manager without delay.

7.4. Working with and around contaminated ground

While it is an exceptional situation there is always the possibility that you may be required to work with or around contaminated ground. This may be hazardous to health. The hazardous substances may be inhaled or ingested.

Our company's employees will not be set to work on contaminated ground, we engage specially trained operatives for this purpose. It can however happen that earthworks are carried out in your immediate vicinity. The working area must then be visibly demarcated!

If you are required nevertheless to work in the immediate vicinity of such an area, the risks must be assessed in advance. There must be no possibility of contamination.

7.5. Working with glass wool, mineral wool and PUR

Glass and mineral wools and PUR are much used in construction, particularly for insulation and fire resistant materials. From time to time questions arise about the potential negative health consequences of working with glass or mineral wools. Following extensive research the indications from the Health Council in the Netherlands are that glass and mineral wools are not carcinogenic, but they do release dust. A value (an MAC value) has therefore been set down for the maximal total of respirable fibres. Measures must therefore be taken when working with glass and mineral wools. Ensure that you use the correct PPE. Glass and mineral wool also cause itching and irritation. Preventative measures will continue to be necessary.

PUR is also used in many construction applications.

A chemical reaction takes place when PUR comes into contact with oxygen, generating heat and taking oxygen from the air. Ensure that you always follow the instructions when using PUR foam.

7.6 Safety for office staff

Safety applies to everyone, not only for colleagues out at work on the projects. Staff who work behind a desk or a display screen must also be provided with a safe and healthy place of work.

While you will already have the information you need about your work and your working hours, you must also find answers to questions like the following:

- What must I do in case of an emergency?
- Where is my assembly point?
- Who are the First Aiders?

There are also clear rules in the health and safety at work legislation about working with display screens, as staring for too long at a screen is not good for you. You also need to make sure that you are sitting correctly! Below we provide some suggestions to make the office a safe as well as a pleasant place to work.

Housekeeping

Provide a clean and tidy working area. This not only prevents accidents, it also gives a better impression: your desk is in a sense our business card.

All documents, papers etc of a confidential nature must be removed from the working location and properly archived.

Take care that cables are not run across the floor.

Ensure that the sanitary facilities are kept clean.

Hand towels and the like must be replaced in good time.

Contact the person responsible for ordering supplies if stocks are getting short or if you use the last item.

Choosing the correct working position

Is your back adequately supported by your chair? Are you using the keyboard and mouse correctly? Is your monitor properly set up? It's important to ask yourself these questions if you work on a daily basis with computers. Instructions on setting up your working location correctly are provided below.

Take the time to adjust your office chair correctly and to set up your equipment so as to meet the conditions for a good working posture. The intention is not for you to spend your entire working day behind a display screen. Regulations therefore require that breaks must be built in, spread over your working time (and after two hours in any event). It is recommended that this interruption should be made up of work of a different kind, for example telephone calls or filing.

Adjusting your office chair and desk

Stand in front of your chair and bring the top of the seat level with the bottom of your kneecap. The chair is correctly adjusted if your feet rest on the ground and your upper legs are horizontal when you are sitting. The upper legs then form a right angle with the lower legs.

The depth of the chair should be adjusted so that the width of a fist remains between the back of your knee and the edge of the seat.

The convexity of the backrest must match the hollow of your back.

The arm supports should be adjusted so that the elbows can rest on them without your shoulders being either raised or lowered. It is preferable for the back rest not to be fixed.

You can check whether your desktop is at the correct height using your adjusted chair. Sit as described above, with your forearms raised and your shoulders relaxed. The bottom of your elbows indicates the correct level for the desktop.

If your desk is not height-adjustable, use a foot rest and raise your chair a little, or use leg risers and lower your chair a little.

If you spend the majority of your time working with a keyboard the desktop should be set 2 cm lower than your elbows. If you spend a lot of time writing by hand, then it is best to set the desktop to the same height as your elbows.

Adjusting your display screen

Place the screen directly in front of you. The deviation to left or right may be a maximum of 25°.

The distance from your eyes to the screen must be at least 50 and at most 70 cm.

The upper edge of the screen should be at the same level as your eyes, or a few centimetres below.

Keyboard and mouse

Place the keyboard in front of your body, resting your arms on the armrests or on the desk.

Move your whole arm when manipulating the mouse, not just your wrist.

Physical posture

The workplace layout and the physical posture are inextricably interconnected. Your seat may be optimally adjusted but if you don't sit upright this will have no effect. When your physical posture is correct:

You sit upright, without twisting, and your neck, shoulders and upper arms are relaxed.

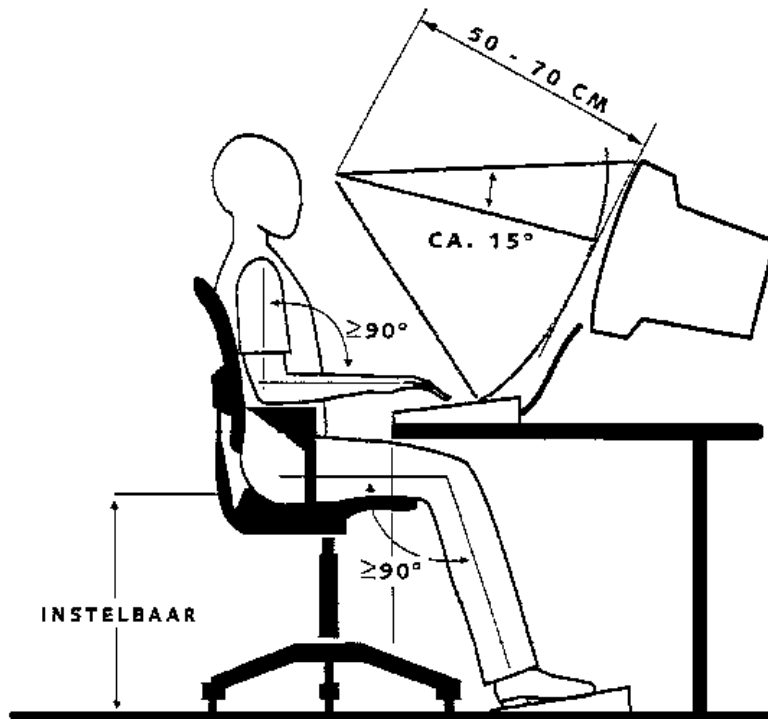
You use the support of the seat, the backrest, the armrests and the floor.

The angle of your back with your upper legs is 90° or above.

Your feet reach the floor easily and your knees are bent at 90°.

Your wrists are not bent but extend straight from the forearm.

Summary of correct working position.



Aids

Sometimes following the advice above is not enough. Aids, for example a headset or a document holder may then be the way forward.

Document holder

If you are regularly required to input information from a printed source, it is advisable to use a document holder. The document holder is positioned between the keyboard and the screen, so that you don't need to repeatedly rotate your neck and back.

Headset

It can be difficult to use a telephone while making notes or operating a keyboard. People often deal with this by clamping the receiver between their head and their shoulders, but this is a frequent cause of neck and back complaints. The use of a headset is recommended to prevent such complaints.

Wrist supports

The lower arms and the wrists must form a straight line. The keyboard should therefore be as flat as possible. If necessary use wrist supports with your mouse and keyboard.

If you need modified aids, alert your Manager.

Work with display screens.

The health and safety at work legislation includes requirements about the time you may spend continuously working at a display screen. The requirements vary from country to country, so you should check that you know the relevant times. On average you can assume that the rules will require a brief interruption after 2 hours of uninterrupted work. Take a walk to the printer, or walk to a colleague's desk to ask a question rather than telephoning.

The rules applicable in the Netherlands can be found at <http://www.arbocatalogi.net/>

RSI

The most common serious hazard for office workers is RSI. This often begins with a pain just above the right elbow. If no steps are taken to correct this, RSI may become incurable in the later stages. So you must ensure that your working location is set up as described above, be aware of good posture and if you nevertheless experience abnormal pains, this can be taken as the first sign that you are not maintaining a good posture. Get help via your Line Manager or us, and don't simply let this slide!

7.7 Summary

If you work, you work safely or you work not at all! There are lots of rules and regulations and these may differ between countries. So if you are in any doubt about safety: **QUIT**.

Quality at work is what we provide, no matter what you do at TecLine.

So make us and the clients proud and take care of Quality!

Use Personal Protection Equipment and follow the general safety regulations and standards in every situation!

Instructions are very important, no Instructions ... no work!

Think before you start, if something is missing or you are not sure the situation is safe, speak out and make sure you take care of it, otherwise **QUIT** at once!

So if you are in any doubt about safety, **QUIT** immediately and contact your superior on the project and submit a report on the incident to TecLine. Our Safety & Quality Coordinator is Paul Muller. Feel free to contact him for any question you have related to safety. Just call our office!