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**Arçelik**

**OHS Workplace  
Code of  
Conduct**

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**Management of Health and Safety**

Our Founder Mr. Vehbi Koç, our Founder has mentioned: *“Our most valuable value is our human resources.”* This statement is the starting point of our H&S activities.

We are managing our H&S activities and projects based on the yearly H&S Activity Plan and specific performance indicators within our Performance Management System.

We are monitoring H&S Performance with active methods like routine inspections of plants and equipments, risk assessments to prevent any harm to our employees and health surveillance to prevent harm to any health problems and reactive methods like investigating accidents, near misses or occupational diseases.

We are providing information, instruction, training and supervision to our employees in order to ensure the H&S at work.

All occupational health and safety processes are carried out under the leadership of Arçelik Management Team and with the participation of Arçelik Employees. In order to prevent the occupational accidents and occupational diseases, roles and responsibilities are defined for key stakeholders like;

- Employer / Employer’s Representative
- Employee Representative
- Occupational Safety Specialist
- Occupational Physician
- Occupational Nurse
- Emergency Response Teams

The main goal of Arçelik is to create a healthy & safe workplace and ensure its continuity for the prevention of occupational accidents and occupational diseases. In order to achieve this goal the H&S Policy of Arçelik Global is determined in line with the H&S Legislation and International Standards and Arçelik Occupational Health & Safety Management Systems is developed under ISO 45001 OH&S Management System Standard.

Arçelik Global, as of October 2019, has been certified with ISO 45001 Occupational Health and Safety Management System Certificate valid for Arçelik Headquarters and the Plants around the World.

H&S Activities and H&S Management Systems has resulted with an improved H&S Culture, fewer accidents, less lost time and better working conditions.

**Definitions:**

- **ISO 45001:** International Standard for Occupational Health and Safety Management System
- **Risk Management:** Risk management is the process of identifying, assessing and controlling the risk arising from hazards related to Health and Safety. These hazards or risks might originate from a wide range of sources, including human errors, unsafe conditions or natural disasters.
- **Incident:** An incident is an event that includes all undesired circumstances and near misses that could cause accidents.
- **Accident:** An accident is any undesired circumstances which gives to: ill-health or injury, damage to property, plant, products or the environment, production losses or increased liabilities.
- **Potential Hazard:** Potential Hazard is an object or situation that has the potential to harm a person, the environment or cause damage to property.
- **Near Miss:** An incident that could have resulted in an injury or loss but did not cause injury or loss.
- **Safety Hazards:** Safety hazards are unsafe conditions that can cause injury, disease or death. Safety hazards are the most common workplace risks. They include any circumstances that can cause spills or trips such as cords running across the floor or ice.

**Risk Management**

Arçelik identifies and monitors the associated risks at all sites by using several H&S risk assessment methodologies.

The general risk assessment is Fine Kinney Risk Assessment Method including processes, jobs and equipments. This method includes severity, frequency and probability. Risk analysis lists are reviewing at least once a year. During this period, emerging risks are also evaluated and

added to the OH&S Corrective Preventive Actions Follow-up List. These Lists of are reviewed and monitored by the Plant Management Team and relevant Experts at the Management Coordination Meetings and H&S Committee Meetings.

### **Risk Control Hierarchy**

Arçelik uses the following hierarchy for managing the risks;

1. Eliminating the Hazards
2. Substituting with Less Hazardous Processes, Operations, Materials or Equipment
3. Using Engineering Controls and Re-organization of Work
4. Using Administrative Controls such as Trainings or Procedures.
5. Using Adequate Personal Protective Equipment.

### **Incidents and Accidents**

Incidents and accidents are recorded and followed in the Arçelik Work Accident Tracking Program prepared by Arçelik IT Department. Root Cause Analyses including “Fishbone Method” and “5 Why Method” are applied for all accidents. Appropriate corrective actions are planned and carried out to prevent any possible accidents and incidents.

### **Potential Hazard, Near Miss**

Potential hazards and near misses are recorded. All employees and visitors should report potential hazards and near misses. According to the risk management system, near misses and potential hazards are analyzed, precautions are planned and implemented.

### **Property Damage**

Accidents with property damage are classified as potential accidents and are monitored by corrective preventive action list.

### **Suggestion System for Incident Prevention**

A Suggestion System Tool has been created for employees to convey field determinations. Suggestions from the employees for preventing work accidents are evaluated by suggestion system’s responsible and occupational safety specialist. If the suggestion is accepted, the employee is informed and also rewarded.

### **Occupational Health and Safety Committees**

OH&S Committees are established as a part of the legal requirement in all facilities. Committees are responsible for preventing accidents, incidents, illnesses and improving Health & Safety conditions at the workplace.

- The Committee is consisted of both Management Team and employees according to legal requirements. The Committee includes representatives from all relevant management functions within the units.
- The committee may appoint co-opted members or experts on specific items to reduce risk or provide guidance on technical matters or processes.
- The Committee takes decisions about OH&S process of the workplace and makes action plans for all decisions.
- The Committee provides a communication between the employees and management to improve health and safety standards at the workplace.
- The decisions and the results of OH&S Committee meetings are also communicated to all employees.

### **Health and Safety Trainings**

H&S Trainings are monitored with the H&S Training Plan prepared according to the related legal requirements, standards and Arçelik procedures. Additional trainings will be provided with regards to the OH&S risks in the operating area including examples listed below;

- All employees are given necessary and adequate safety training before operating machines and equipment that might be hazardous or before carrying out potentially hazardous tasks.
- Use of Personal Protective Equipment (PPE).
- Preventing and Reporting of Unsafe Behaviors
- Emergency Situation Procedures.
- First Aid Trainings.
- Safety and Health Risks Related to the Process and Tasks.

Trainings are given for Newcomers, Young People and Special Risk Groups, Job or Process Change and Legislative Requirements. We are using on the job training methods such as

demonstration or coaching and off the job training methods such as presentations or seminars on H&S Trainings.

### **Technical Health and Safety Training**

Arçelik ensures that all employees receive technical trainings to prevent occupational diseases and work accidents. Machinery Safety Training, Driving Safety Training, Root Cause Analysis, Trainings for Working at Height, Lock Out/Tag Out Safety Systems, Explosion Protection Training, Portable Fire Extinguisher Trainings, Emergency Preparedness (fire, earthquake, epidemic diseases, etc.) and First Aid Measures.

### **Emergency Situations Management**

Emergency situations are managed within the scope of Business Continuity Management under the coordination of Arçelik Risk Management Directorate and participation of all related departments.

Emergency situations management system defines primarily emergency situations that can occur in our facilities and work environment. Emergency Situation Plans are prepared to ensure the health and safety of the employees and to maintain Business Continuity as well. Emergency drills are performed to increase employees' awareness at specified periods.

Arçelik has a Search and Rescue Team consisting of employees with special equipment's and trainings. Emergency preparation trainings (earthquake, fire, flood, etc.) are given to the employees periodically by the Search and Rescue Team Trainers.

To prevent major industrial accidents, risky areas, materials and equipment are defined at workplaces in line with the Legal Requirements and Standards. Arçelik follows this process with professional teams and approaches proactively.

### **Management of Machinery Safety**

Management of machinery safety systems defines the processes of purchasing, installation, commissioning, safe usage and removal of the machines. As a result of the risk analysis, the measures of precaution in the "Arçelik Specifications for Machinery Safety" and Machinery Directive should be applied to all machines with the risk of injuries.

### **Periodic Controls of Facilities Infrastructure and Equipments**

Arçelik has developed a systematic for monitoring the periodical controls of facilities work equipment and electric, gas, lightning and grounding systems infrastructures. The criteria and ranges are specified according to the local legislation, national and international standards, risk analysis results, the data provided by the manufacturers and technical requirements.

Periodic controls of air conditioning and ventilation systems are made by the authorized service providers.

### **Safety Instructions and Work Permit Process**

High-risk works and processes determined in the risk analysis are subject to permit to work. Before starting the work, Job Hazard Analysis should be done and Permit to Work should be given for the works like Working at Height, Working in Confined Areas and Hot Works.

In consequence of the risk analysis, safety instructions and warning signs are posted at the places with potential accident and diseases risks. Warning signs should be visible in the workplace.

### **Key Performance Indicators and Safety Audits by Management Team**

Occupational Health and Safety Processes are managed and monitored with the key performance indicators in short and long terms. Safety Audits are made with the leadership of Management Team to emphasize the understanding of leadership and cooperation with employees for Occupational Health and Safety.

The contributions of the Management Team to the Safety Audits are evaluated with a special performance system.

Arçelik organizes OH&S Internal Cross-functional Audits between plant Safety Teams. The audit team conducts a process-based audit focusing on significant aspects/risks/objectives. Identified non-conformities are reported to the Directorate Management Team. Corrective actions are identified and monitored by "Follow-up List of OH&S Corrective Preventive Actions".

### **Management of Personal Protective Equipment (PPE)**

Arçelik provides proper PPE for all employees free of charge, according to the risks at workplaces, before the work begins and during the work. PPE's are verified and changed at recommended period by producer specification and risk analysis results, even earlier if is necessary. PPE's are delivered to the employees with personal acceptance forms and the properly usage of PPE's in the field are monitored by the first line managers regularly.

Arçelik brings a common understanding and implementation of all personal protective equipment with Global PPE Guidelines. By identifying all processes and job risks use of standardized PPE's for the same hazard and risks at the similar process or jobs are organized.

### **Occupational Transport and Driving Safety**

Arçelik conducts risk assessments to manage workplace transport effectively. According to the result of risk analysis corrective actions are planned and carried out to prevent accidents and incidents. Some actions as follows;

- Providing Separate Pedestrian and Vehicle Traffic Routes
- Fitting of Warning Devices Such as Rotating Beacons and Reversing Alarms
- Using Side-Mounted Forklift Warning & Safety Lights
- Training for Drivers
- Daily Checklists
- Using of Automated Guided Vehicle

### **Fire Prevention**

Industrial firefighting services are provided in facilities. The firefighter teams are checking the fire extinguishing systems and equipment periodically. In addition, all fire extinguishing systems are periodically checked and maintained by the authorized companies periodically.

In all facilities different automatic fire extinguishing systems are also in use implemented according to the risk assessments.

### **Management of Chemicals in Terms of H&S**

The processes of all chemicals are monitored from the purchasing process to the usage and storage processes with the related departments. The technical training regarding Health and Safety precautions are given by the supplier companies' experts to the operators using the chemicals.

The required storage area of the chemicals are defined by OH&S and Environmental Department Responsible. All chemicals are stored in the areas complying with the defined legislation, standards and conditions. Chemicals are only allowed to be kept in the specified daily dosages within the production area.

### **Workplace Conditions**

Arçelik provides hygiene measurements at the workplace by accredited companies to prevent accidents & occupational diseases and create safe and healthy workplace. These hygiene measurements are used to improve the working environment and make recommendations to manage potential risks. Noise Level, Vibration Level, Thermal Comfort, Lighting, Workplace Air Quality, Dust Measurement, Chemical Exposure, etc. are the workplace control parameters we are monitoring.

### **Management of Occupational Health**

Occupational Health assessments are done for the recognition of the health hazards and risks in the workplace and selection and implementation of appropriate control measures are planned by the Health Services.

### **Health Surveillance**

Health Surveillance are including Audiometry, Vision screening, Lung function testing and chest X-rays, Blood testing, etc. according to the Health Risk Analysis results.

Pre-employment health assessment, post sickness/accident rehabilitation and counselling (including special risk groups) are also taking place for preventing occupational diseases and creating a healthy workplace.

## **Ergonomics**

The areas with the high ergonomic risk in Arçelik facilities are defined according to the ergonomic risk analysis results. Ergonomic risk maps are prepared for the defined areas. The implementation of the most appropriate solutions are provided by the necessary engineering controls and administrative procedures. The main target of ergonomic studies is to fit the workplace to the employee's needs. Arçelik's main purpose is to protect employees from possible occupational diseases, to guarantee employee health and to prevent possible work accidents. Employee rotations and replacements are made in accordance with ergonomic risk analyses.

## **Drinking Water**

Water dispensers are appropriately maintained and sanitized. Drinking waters are analyzed periodically.

## **Hygiene**

All toilets are audited for hygiene by the Health Services and Administrative Affairs Responsible.

In all facilities, pest controls are made periodically by the authorized companies.

## **Canteens and Food Services**

Food services areas, canteens and cafeterias are audited for hygiene and sanitation periodically by the Health Services and Administrative Affairs Responsible.

## **Management of Contractors Activities**

Arçelik closely monitors the Occupational Health and Safety processes of all Contractors' Employees. The compliance of Occupational Health & Safety documents and equipment of all subcontractors who are working in our workplaces are checked before the work begins.

Informative trainings on Campus Occupational Health and Safety rules are provided to the contractor's employees before the job begins.

Arçelik establish a "Contractors OH&S Evaluation Program" for evaluating the work of subcontractors before, during and after the work based on determined criteria. Evaluation results are monitoring and reporting to the Arçelik Purchasing Directorate in order to request the corrective and preventive actions from the Contractors. Accident & occupational diseases data and precautions are followed up together with the relevant departments.

### **Visitor's Health and Safety**

Arçelik has prepared a a global Visitor Guide Document. The guide shows emergency meeting areas and rules to apply within the campus to visitors. All visitors should obey the rules that are declared in the Visitor's Guide.