

Safety Instructions for Contractors

1. APPLICABILITY

This guideline applies to all persons who, within the scope of a work or service contract, work on the grounds and in the buildings of SAP in Germany.

Acceptance of the order makes the following provisions, General Conditions of Purchase and House Rules a binding part of the contract.

2. GENERAL

The Contractor undertakes to comply with the legal regulations in force in the Federal Republic of Germany for the prevention of industrial accidents, in particular the industrial and fire safety regulations, environmental regulations, and accident prevention regulations of the German employer's liability insurance associations.

If, in your opinion, execution of the order is incompatible with the legal requirements, and, in particular, the requirements of the industrial and fire safety regulations, you should inform your line managers before starting work and the Contracting Party at SAP.

Contractors are only allowed to use suitably qualified personnel to performed assigned work, in compliance with the legal and employer's liability insurance association regulations, and other regulations in force.

At the request of SAP, corresponding qualification of personnel's certificates must be submitted for the personnel employed.

2.1 CONTACT PERSON AT SAP

SAP shall name a contact person who will be available to provide the necessary information to the Contractor and make or initiate the necessary decisions. The Contractor is obliged to agree on all work with the contact person at SAP.

2.2 SUBCONTRACTORS

The use of subcontractors and freelancers (designees) by the Contractor requires the prior written consent of SAP.

If the Contractor intends to use subcontractors, the SAP contact person is to be notified when the Contract is concluded.

Subcontractors shall comply with the SAP Safety Instructions for contractors in full. The Contractor is responsible to inform, in a demonstrably way, the subcontractors and to ensure that the subcontractors comply with this SAP Safety Instructions.

2.3 RISK ASSESSMENT

Before starting work, every Contractor is obliged to perform and document a risk assessment corresponding to the SAP Purchase Order he has to perform. In addition to the assessment of the standard work to be performed by the Contractor's employees, an assessment of the mutual hazard (for multiple companies operating simultaneously) is to be performed. The SAP contact person and internal departments at SAP shall provide assistance to the Contractor in performing the risk assessment concerning hazards specific to SAP. The risk assessment is to be submitted at the request of the SAP contact person.

2.4 INSTRUCTION

The person in charge at the Contractor undertakes to provide instruction to the personnel he employs at SAP, as well as the subcontractors he employs, concerning SAP Safety Instructions. Documentation of this training shall be submitted on request.

2.5 CONFIDENTIALITY

A confidentiality and privacy declaration makes up part of the application procedure for an access card and is recognized on being signed by the Contractor's employee.

All the Contractor's employees are subject to confidentiality and secrecy!



2.6 ACCESS CONTROL/ACCESS AUTHORIZATION

The Contractor must register all his employees and those from his subcontractors who work on the SAP grounds to the responsible SAP contact person on time.

Access Card

- Access cards are personal, non-transferable to third parties, and to be worn visibly during stays
- They are to be returned after the completion of work each working day, unless permanent access is authorized
- In case of loss, report the loss to the Emergency and Service Control Center (Phone 06227/7-42400), or the SAP contact person

The work order must be presented upon request. The tradesmen's access permit is generally to be filled out on receipt of the access card.

Contractors are required to leave the building by 5 p.m. If this is not possible, the Emergency and Service Control Center (06227/7-42400) is to be informed by the SAP contact person. At offices outside of Walldorf/St. Leon-Rot, the contact person at the Facility Management dept., or the reception staff, are to be informed.

For planned work outside of the following times – weekdays before 7 a.m. or after 5 p.m. on Saturdays, Sundays, and holidays, work permits are to be obtained in advance by the SAP contact person.



2.7 PARKING

Parking is allowed only in designated parking areas. Contractor's vehicles are allowed to enter the delivery area for the purpose of loading and unloading only. Emergency access roads, escape routes, emergency exits, and entrances/access to fire protection equipment are not allowed to be obstructed by parked vehicles or materials.



2.8 FILM AND SOUND RECORDINGS

Films, photos, and recordings made by visitors inside and outside the building require the advance approval of SAP. A restriction on carrying networkable IT equipment, cameras, and other electronic devices may apply to specific areas (such as Data Center). Before visiting, permission to carry this type of equipment needs to be obtained from the SAP contact person.



2.9 ALCOHOL/SMOKING/INTOXICANTS

Drinking alcohol and imbibing intoxicating substances is prohibited during working hours in SAP buildings. Absolutely no smoking is allowed on SAP premises. This also applies to e-cigarettes and other "no-burn variants". This does not apply in the smoking areas, which are designated with specific signs



2.10 FOOD CONSUMPTION

Food is prohibited in the workplace. Meals are to be taken in the facilities provided for this purpose.



2.11 ACCESS RESTRICTIONS

Entering rooms and facilities and operating machines and devices is prohibited unless necessary for fulfilling the order. Passenger elevators may only be used for their designated purpose. Using them to transport loads or bulky items is not permitted.



2.12 DISPOSING OF WASTE

Consumables and auxiliary materials supplied for performing the work remain the property of the Contractor until utilized for their intended use. Empty containers and any waste produced while performing the work must be collected safely for the environment in suitable containers, immediately taken back by the Contractor, and disposed of in accordance with the legal regulations in force. The waste containers provided in the delivery area can be used according to prior agreement with SAP.

2.13 ORDERLINESS AND CLEANLINESS

The place where the work is performed must be kept in a neat and clean state and left cleared or secured in a clean state after completing the work. Tools, equipment, and materials are only allowed to be stored in places assigned by the SAP contact person.

2.14 OCCURRENCES OF DAMAGE, SECURITY DEFECTS AND ACCIDENTS

Damage to property and/or damage to existing facilities caused by the Contractor, and security defects and accidents, must immediately be reported to the Emergency and Service Control Center (Phone 06227/7-42400) or Facility Management. Any disruption and risk involved in performing the work must be reported immediately. Workplace accidents are also to be reported to the Occupational Safety Dept. (safety@sap.com).

2.15 NOISE CONTROL

If noisy work needs to be carried out during evening hours, at night, or during the weekend, it is only allowed to be carried out with the prior authorization of the contact person at SAP.

2.16 AUTHORIZATION TO ACT

Instructions given by SAP Security Service personnel and security services assigned by them are to be followed at all times on SAP premises.

3.0 ACTION IN THE EVENT OF AN EMERGENCY

Prior to commencing work, find out where the nearest escape routes, fire extinguishers, fire detectors, and emergency call facilities are located on the escape and rescue plan (notice posted in the buildings) and how to conduct yourself in the event of an emergency. Audible alarm signals/announcements are to be complied with at all times and their instructions to be followed.



Alert in the Event of a Fire

A siren or a loudspeaker announcement will inform you in the event of a fire.



Leaving the Building in the Event of Danger

If the alarm sounds, leave the building using the designated escape routes. Do not use the elevators. The green escape route sign takes you to the nearest emergency exit.



The escape and rescue plans posted in the hallway inform you of the nearest escape routes, the locations of fire and emergency equipment, and how to conduct yourself in the event of an emergency.



Assembly Point

You should then head for the designated assembly point and follow the instructions of operational support staff and operational command.



Emergency Phone Number

Walldorf and St. Leon-Rot sites: SAP emergency phone number: 06227-742400 or 112
(Important for coordinating incoming emergency personnel)

Other SAP sites: 112

112

The emergency phones are located in the hallway on each floor and in the foyer adjacent to a notice with the emergency phone numbers



First Aid Equipment

Defibrillator location: In the building foyer

First aid equipment: In the hallway on each floor (see escape and rescue plan); eyewash close to the systems

3.1 STAYING IN GAS-EXTINGUISHED ROOMS

A loudspeaker announcement or siren in the building will inform you in the event of a fire. Flooding the area with extinguishing gas is triggered automatically.



Close the doors at all times



The fire alarm sounds



The delay time then begins, which takes 30 seconds



Leave the area immediately without haste using the designated escape routes closing the door behind you.



Once the delay time comes to an end the area is flooded with extinguishing gas.



Do not enter the flooded area



You are only allowed to re-enter this area once it is approved by the persons responsible.

4.0 PERFORMING WORK

To work on facilities (i.e. buildings, equipment, machinery, etc.)

the consent of SAP is required at all times. The same also applies to using and operating devices, equipment, and installations.

Operational safety equipment is only allowed to be put out of action with the express prior consent of the SAP contact person.

4.1 WORK REQUIRING INSTRUCTION AND AUTHORIZATION

The following work requires careful coordination and instruction at the appropriate place of work by your contact person at SAP:

- Welding, soldering, grinding and cutting work, and work performed with an open flame and processing flammable and combustible hazardous substances
- Working in narrow areas, containers, pits, and supply and disposal ducts and channels
- Work on fire extinguishing, signaling and warning systems
- Work on or near electrical equipment and facilities, and areas exposed to radiation, fire, and explosion
- Use of toxic, corrosive, and easily flammable hazardous substances
- Work on containers and pipelines containing hazardous substances
- Earthworks such as the excavation of construction pits and shafts
- Work in shafts (e.g. shafts in outdoor areas)
- Other hazardous work (e.g. working at heights)

Performing hazardous work alone is generally prohibited. Monitoring measures are to be undertaken if such work still needs to be carried out as an exception or as the result of an emergency.

Prior to start any work beforementioned, in each individual case, a written approval is to be obtained from the SAP contact person.

4.2 FIRE PROTECTION

If necessary, fire safety equipment (e.g. smoke detectors, fire alarm system) is to be put out of service by SAP prior to commencing work. Approval is provided by Facility and, if necessary, the Fire Protection Squad.

4.3 PERMIT FOR WORKING WITH FIRE AND IGNITION HAZARDS

Work is first to be commenced once written approval has been provided and the defined measures have been implemented. Permission is to be obtained from the SAP contact person in good time.



4.4 ELECTRICAL EQUIPMENT

Activities performed on electrical systems and equipment that go beyond simple operation are only allowed to be carried out by qualified electricians.

Work on or near energized parts on electrical systems or equipment and switching operations of any type is only allowed to be performed after prior consultation with the plant operator or the person responsible in the plant for the electrical system and authorization to perform has been issued. Switch cabinets, etc. currently being worked on are not allowed to be left unattended during the work and need to be secured against unauthorized opening, intervention, use, or re-connection.

4.5 CISTERNS AND SHAFTS

Working in cisterns and shafts is not allowed to be performed alone, and the cistern or shaft needs to be checked to verify they are empty of hazardous gases. Sufficient ventilation is to be provided and only suitable equipment is allowed to be used.



4.6 INTERNAL TRAFFIC ROUTES

Traffic routes, escape routes, emergency exits, safety equipment (such as fire protection equipment), and access to electrical equipment are not allowed to be obstructed. Fire protection doors are not allowed to be obstructed or wedged open.

The blocking off of areas of emergency and escape routes need to be reconciled with the SAP contact person.

Changes to transport routes that may result in hazards are to be clarified with the SAP contact person.

Areas of work within traffic routes are to be marked and blocked off.

Pits, trenches, excavations, open-ended channels, floor openings, etc. are to be adequately secured by covering them over or fencing them in.

4.7 UTILIZING STORAGE SPACES

The temporary use of storage spaces or rooms needs to be clarified by the SAP contact person. These areas must be kept clean and orderly.

4.8 WORKING EQUIPMENT BELONGING TO THE CONTRACTOR (MACHINERY AND TOOLS)

The working equipment must be in a perfectly safe and tested condition and operated as intended. The SAP contact person may ask the Contractor to submit appropriate test certificates.

When exiting the workplace, the work equipment must be secured in such a way that it poses no danger to individuals and property.

The work equipment is to be secured against unauthorized use and loss or theft (e.g. pallet trucks, portable electrical appliances)

Ladders, working platforms, scaffolding etc. need to be inspected and be in faultless condition and used as intended. Appropriate measures need to be undertaken to protect persons when activities are performed above work areas and walkways.

4.9 WORK EQUIPMENT BELONGING TO SAP

Is not allowed to be used without authorization. Prior to use, the agreement of the SAP contact person is to be obtained and instruction provided as required (e.g. in the use of a lifting platform). The Contractor is only allowed to use qualified and suitable personnel to operate the equipment provided.



4.10 PERSONAL PROTECTIVE EQUIPMENT

The provision of the protective equipment required to perform the work is the responsibility of the Contractor. It should be noted that in some areas an obligation to use special personnel protective equipment exists, such as ear protection, rope protection, etc.

5.0 HAZARDOUS SUBSTANCES



Prior to starting work, a list of hazardous materials that the Contractor or his subcontractors are proposing to use is to be sent to the SAP contact person. Safety data sheets for these hazardous substances are to be supplied along with the list.

The Contractor must dispose of waste properly under its own responsibility and expense and without the use of SAP facilities. Emissions are to be avoided.

Hazardous substances should never be allowed to enter the ground or drains.

The pertinent SAP company directive is to be complied with and the requisite personal protective equipment worn when handling hazardous substances.

Only those amounts are to be delivered to the work area that are required for the work to progress.



Compressed gas cylinders are to be properly transported and secured. Storage is to be agreed with the relevant SAP contact person.

Courtesy translation only. The German original is the authoritative text.