

**PHILIPS**

Lighting

Health and Safety  
Manual

# Field Projects



**Credits**

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Health and Safety Manual

# Field Projects

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Dear colleague or employee,

At Philips Lighting, we strive to create brighter lives and a better world. To realize this ambition, we take our responsibilities seriously and are pioneers in the field of health, safety and environment. So let us start with... ourselves.

Whether you are a Philips Lighting employee, supplier or contractor, everyone who works for us has a right to a safe workplace. You can read all about this in this Health & Safety manual. This manual contains all the necessary basic information for working safely and healthily.

We expect you to study the safety regulations you need to observe when you are working for Philips Lighting. And that you seek out additional safety information if this is required for your work. Adopt an active position. Work safely and take the safety of your colleagues and others in your work environment into account.

In Philips Lighting we do not leave things to chance when it comes to working safely. This is the reason why we initiated the **injury prevention program** that has three main lines of focus:

1. Attitude and behavior. Safety begins with yourself, your attitude and your behavior to work safely.
2. Sound standard of safety, a uniform image. Focus on hazards elimination. Clear processes and the same rules for everyone as described in this Health & Safety manual.
3. Cooperation for safety in the chain. It does not matter if you are a contractor or customer, a designer or involved in the implementation, everyone contributes to safety.



This Health & Safety manual is part of the injury prevention program of Philips Lighting.

I recommend you use the Health & Safety manual as a reference volume. We have compiled it with this in mind, so that you can refer quickly to all the basic information and that you can get to work safely and healthily with respect for the work environment. Above all, with your knowledge you can make an active contribution to your own safety and that of others in the workplace. But we depend on everyone's dedication for this! Can I also count on you?

Yours sincerely,

Nicola Kimm  
*Head of Sustainability, Environment,  
Health & Safety*



# 1

# Safety

## at Philips Lighting

**Safe and healthy work. With respect for people and the environment. And with the exclusion of specific risks and dangers. This is what Philips Lighting represents and where we want to help you.**

Working on location involves risks. In Philips Lighting we do our very best to guarantee everyone's safety. We invest in training and certifications. But safety is about more than observing rules. Certainly as important as awareness is behaving responsibly. So that you and your colleagues can work safely. Because no one wants an accident.

## Our injury prevention program

Philips Lighting has initiated the injury prevention program. The intention of this program is to:

- change attitudes and behavior towards safety;
- achieve the same approach and level of safety throughout the project organization;
- cooperate on safety in the chain, from customer to subcontractor, from tender to implementation

### **Safer work... starts with yourself**

Perhaps this sounds obvious, but... safer work starts with you. We expect you to observe the rules and regulations included in this book. And that you seek out additional safety information if this is required for your work. And that you address your colleagues if they are exposing themselves to risks.

## **The ten Golden Safety Rules**

It does not matter if you work on a construction site or in an office, you must comply with the ten Golden Safety Rules below:

1. I am committed – to my own safety and the safety of those around me, at work and at home
2. I follow safety instructions – by understanding what is required
3. I know the risks – of glass, heat, stairs, heights, chemicals, lifting and poor ergonomics
4. I respect machines & tools – and never interfere with moving parts and equipment
5. I learn to see – by identifying safety risks before they turn into injuries
6. I speak out – by reacting to hazards and escalating to my manager if needed
7. I stop risk activities – as no unsafe activity should jeopardize our health
8. I travel safe – by applying our safe driving rules or taking public transport
9. I use electronic devices responsibly – by not letting my mobile phone or laptop distract me
10. I manage occupational stress – by ensuring a healthy work life balance and an open dialogue



### **The six biggest risks**

Incidents still occur regularly. We would like to prevent them. Which is why it is sensible to watch out for the most important risks. These six risks cause 80 percent of all our accidents:

1. Stumbling
2. Falling
3. Falling objects
4. Being hit by flying fragments
5. Entrapment, crushing
6. Bumping into elements that project

Stumbling



Falling



Falling  
objects





## Being hit

by flying fragments



Entrapment,  
crushing



## Bumping

into elements that project

### Tip

Are you eager to prevent these six and other risks? Include them in your LMRA (Last Minute Risk Analysis).

# 1.2

## Safety: who can you ask?

Within Philips Lighting, a number of people and departments are involved in various ways and at different levels of safety. For example, there is a safety officer, a project leader, a safety expert, a counsellor and a works council.

The **safety officer** is responsible for:

- the supervision of the Hazard Identification and Risk Assessment (HIRA);
- monitor the progress of the risk control plan resulting from HIRA;
- advise and close cooperation with the project team and personnel representative;
- draft and execution of a plan for safety information and instructions;
- report (internally) and investigate accidents within the organization;
- answer questions from employees, management and project team regarding work conditions;



- ensure coordination for safe work conditions within the project organization;
- act as an intermediary between own organization, the safety expert and a counsellor (like the ergonomist, labor hygienist, company physician).

The safety officer will also raise your safety awareness through:

- helping you to enter in a dialogue about safety;
- drawing attention to new safety issues and disseminating them;
- initiating actions to make your work safer.



**Safety officers**

help to open the dialogue  
on safety dilemmas

## Tip

In doubt about the safety of a situation? And are you unable to resolve this yourself or with colleagues? Ask the **safety officer** – possibly through your project leader and/or your manager – for assistance.

During a project planning and execution, the **project leader** is responsible for:

- the supervision and realization of the Hazard Identification and Risk Assessment (HIRA) for the project;
- the supervision and realization of the Safety & Health plan (S&H plan) for the project;
- monitoring the compliance of the S&H Plan with HIRA and the agreements reached in the S&H plan with (sub)contractors and those involved;
- the immediate reporting of dangerous situations (near misses, at-risk workplace conditions, at-risk behaviors) to the safety officer or the safety expert;
- the inspection of workplaces in the project locations.

In Philips Lighting the **safety expert** is responsible for:

- mapping out the risks and evaluating work activities;
- the investigation of accidents and dangerous situations, supporting and advising the employees and management;
- informing /advising the safety officer and the project team;
- communicating with the other Health and Safety counsellors (like the labor hygienist, company physician);
- the evaluation of requests for support and advising on their urgency and necessity from a safety perspective, the taking of necessary initiatives like the engagement of other Health and Safety disciplines;
- drawing project team attention to changes and developments in legislation, regulations and standards that could lead to non-compliance situations;
- the required reports to appropriate institutions regarding aspects of working conditions.



If you are confronted with issues such as bullying, violence, sexual harassment or discrimination, you can approach your manager, **safety officer or works council**. The works council plays a role as a critical observer of the safety management policy.

# 2

## General rules and regulations

As a Philips Lighting employee or Philips Lighting subcontractor, you are obliged to work safely and carefully. You are responsible for your own safety and that of your colleagues and third parties we hire. Which is why we always work according to rules and regulations.

### **Prior to starting**

- Read through the H&S (and Environment) plan. This plan describes the measures you should take based on the Task Risk Analysis (TRA) to prevent identified risks.
- Report to your manager or project leader at the start of a project. Always ensure you have a valid ID with you (passport or ID card).
- Take the safety rules and the (evacuation) procedures for the project location into account.
- Check with your manager if you have sufficient training, knowledge and experience for the tasks assigned to you.
- Always use the prescribed personal protective equipment. And keep them well maintained.
- Prior to use, make sure that material /tools have been approved. They must have a valid inspection sticker.

- Prior to commencing work, carry out a Last Minute Risk Analysis (LMRA).
- Never start work without a permit.
- Only engage systems and machines if you are authorized to do so. Use Lock out / Tag out (LOTO).
- Make sure you always will have an easy access to a first aid kit.

### **During your work**

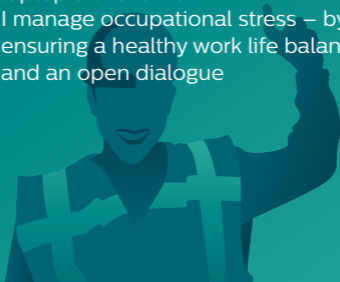
- Use and maintain the attached safety controls correctly. And: never change or remove these.
- Comply with the safety regulations practiced by other companies/ institutions when working there.
- Stop your work immediately if there is a threat of danger. Report unsafe situations to your manager or project leader and only return to work once it is safe.
- Only use your mobile telephone to report accidents, or dangerous situations. For other calls always ask your line manager for permission first to do it in a safe environment. Private use is only allowed during breaks.
- Only smoke in the designated areas. Smoking is never allowed in the workplace, the break rooms or around the office.
- It is strictly forbidden to work under the influence of alcohol or drugs.

>>



## Ten Golden Safety Rules

1. I am committed – to my own safety and the safety of those around me, at work and at home
2. I follow safety instructions – by understanding what is required
3. I know the risks – of glass, heat, stairs, heights, chemicals, lifting and poor ergonomics
4. I respect machines & tools – and never interfere with moving parts and equipment
5. I learn to see – by identifying safety risks before they turn into injuries
6. I speak out - by reacting to hazards and escalating to my manager if needed
7. I stop risk activities – as no unsafe activity should jeopardize our health
8. I travel safe – by applying our safe driving rules or taking public transport
9. I use electronic devices responsibly – by not letting my mobile phone or laptop distract me
10. I manage occupational stress – by ensuring a healthy work life balance and an open dialogue



- Observe the Traffic and Roads Signs while in project locations too; respect the traffic rules and observe the maximum speed. Only park in the places where this is permitted.
- Keep the workplace clean.
- Keep access roads to the project and to your workplace clean.
- Limit the amount of waste you produce. Separate the waste and deposit it in the appropriate container or waste bin. It is never permitted to burn waste.
- Clean up spilt waste immediately with appropriate means. If you spill substances that are dangerous for people and the environment, report this immediately to your manager or project leader.
- Prevent leakages of oil or fuel.
- Do not leave machines or equipment to run unnecessarily or unattended.
- Do not leave heating or lighting when unnecessary.
- Do not make unnecessary noise while working.
- Avoid damage to flora & fauna.
- Perform repairs, maintenance and cleaning work in the designated places. Use the prescribed means and facilities.
- Keep break rooms, restaurants and toilets clean.

### **After work is completed**

- Always clean up the working area; put equipment and tools away in the proper place and manner.



### **Not yet 18?**

Then special, stricter rules apply to you. You are not permitted to do everything. Consult your supervisor for special work rules and break times.

## 2.2 Instruction and information

**Philips Lighting devotes time to the instruction of employees. As an employee, you are obliged to participate in instructive meetings (toolbox meetings). You must also always observe the safety instructions given by your manager or project leader.**

### **Are you new at Philips Lighting?**

Then you will receive a general induction about topics such as safety, health and environment. In addition, for each individual project you will receive a special project instruction from the project leader. This deals with all the safety risks.

Of course, we do everything we can to limit these risks. We employ various methods to this end:

- For large or high-risk projects, we draft a Safety & Health plan (S&H plan). This contains all the risks identified for the fields of safety, health and environment. The plan also states which control measures have been taken. The project leader discusses with you the components that are relevant for you.
- The project specific Task Risk Analysis (TRA) has been compiled especially for the performance of a high-risk task or activity. In the TRA the control measures that need to be taken to ensure work is done safely are set out step by step. The project leader or manager compiles the TRA in advance. We sometimes ask you to collaborate in the compilation of a TRA. In which case we call this a PARTner plan (Plan based Approach to high Risk Tasks).

## **Last Minute Risk Analysis (LMRA)**

Ultimately you are responsible for your own safety. This is where the Last Minute Risk Analysis (LMRA) comes into its own. The LMRA is the very final check prior to you commencing work.

Ask yourself the following questions to ensure you run through an LMRA process properly:

- Do I know exactly what to do and can I do so?
- Have I had a start work instruction in which all the risks for my work were discussed?
- Do I know the possible dangers and how I can prevent them?
- Do I know what I need to perform my work safely and is this available (e.g. tools, personal protection)?
- Are the environmental conditions such that I can perform my work safely?
- Do I know what to do in case of emergency?

Should you encounter a dangerous situation after completing the LMRA? Do not start your task and report this to the project leader or manager. Use the LMRA checklist.

## The six LMRA steps

1. Identify the danger
2. Evaluate the risk
3. Eliminate the risk
4. Seek a less dangerous alternative
5. Limit the risk
6. Employ personal protective equipment

## **What to do if you receive visitors**

You are responsible for the safety of your visitor.

- Visitors to a project location must always report to the contractor or customer first, who explains the safety rules. All visitors must comply with the rules.
- If you work in an office, collect the visitor yourself from reception. When your visitor leaves, accompany them to the exit.
- Visitors should receive a small safety leaflet with key safety rules and emergency information. Their presence on a project site should be registered.

## **Toolbox meeting**

Toolbox meetings deal with one or more current topics in the field of safety. You can suggest a topic too. Of course, the success of a toolbox meeting is highly dependent on the commitment of the participant. So, take an active part in the meeting. And observe the agreements that are reached during the meeting.



## **Training and education**

Are you visiting a construction site on behalf of Philips Lighting? Then you must have attained the basic safety certificate for safety in a construction fields. You also follow the additional safety training sessions. Which sessions these are depend on your position and the project you are working on.

You also receive extra training for specific activities with high risks. Together with your manager you decide which are most relevant.

## **Safety passport**

If this is necessary, your manager will request a safety passport for you. This contains all the safety education you have followed and your medical details. If something in your situation changes, report this to your manager.

# 3

## Safety symbols

**To be able to communicate clearly about risks, we employ a set of safety symbols. They are quick for everyone to understand. For the corresponding boards we employ a set of colors and shapes.**

- Yellow indicates a warning: be careful! Warning boards are always triangular.
- A board with a red edge means that something is prohibited. These prohibition signs are always round.
- Blue means an order: that obliges you to do something. Command boards are also always round.
- Green indicates assistance. The boards are rectangular.
- There are also boards that provide information or instructions, these boards are always blue and square.
- Firefighting equipment is indicated with a red square board.

## Warnings



Corrosive substances



Non-ionizing radiation



Electrical voltage



Biological hazard



Danger of explosive substances



Danger



Poisonous substances



Hanging load



Low temperature



Laser radiation



Flammable



Oxidizing substances



Radioactive substances/  
ionizing radiation



Dangerous or irritating substances



Strong magnetic field



Stumbling



Transport vehicles



Falling due to height difference

## Prohibited



Not drinking water



Do not touch live voltage



Do not touch



Touching high-current cable prohibited



No access for unauthorized persons



Prohibited to extinguish with water



Smoking prohibited



Prohibited for industrial vehicles



Prohibited for pedestrians



Fire, flames and smoking prohibited

## Command



Breathing  
protection  
mandatory



Facial  
protection  
mandatory



Hearing  
protection  
mandatory



Washing  
hands  
mandatory



Eye  
protection  
mandatory



Take care



Safety belt  
mandatory



Safety gloves  
mandatory



Safety helmet  
mandatory



Safety  
overalls  
mandatory



Safety shoes  
mandatory



For  
pedestrians

## Assistance



Stretcher



First Aid



Emergency  
doctor



Emergency  
shower



Emergency  
exit



Eyewash



Direction to  
follow



Telephone



Exit



Assembly  
point

## Indications and information



Drinking water



Lift



Telephone



Access for wheelchair users



Exit

## Firefighting



Extinguishing equipment



Fire blanket



Fire alarm



Fire hose



Ladder



Direction signs



Telephone

# 4

## Incidents

Whatever measures you take, you are sometimes confronted with dangerous situation, accident or environmental incident. If this does occur, it is convenient to know which measures are available and what you should do in case of such emergencies.



## Emergency chart

Each (project) location has an emergency chart, stating:

- who you should call;
- what you should do;
- who the in-house emergency staff are and how you can reach them.

### **Unsafe situation or near miss? Report it!**

Encountered an unsafe situation?

Experienced a near miss? You are obliged to report this so we can learn from it.

First report it to your foreman, your manager and the Philips Lighting project leader.

Then take pictures of the unsafe situation and indicate what you have done yourself to resolve the situation. Subsequently send a mail with your pictures and own story to your manager and the Philips Lighting project leader.

## 4.2 Accidents

- Has injury occurred? Use the Emergency Chart and have first aid administered by an emergency officer.
- Immediately report the accident to your manager and to the Philips Lighting project leader.
- Record the accident in an accident report, take pictures of the situation and share these with your manager and the Philips Lighting project leader.
- Follow the emergency chart for further instructions.

### Tip

Do you not have an emergency chart yet? Request this through your Philips Lighting project leader. So you know what to do and who to approach in the event of an emergency.

## Environmental incidents

# 4.3

Environmental incidents occur in all sorts of forms. Consider for instance damage to flora and fauna or undesirable substances in air, soil or water.

- Immediately take measures to limit further damage to the environment.
- Immediately report the environmental incident to your superior and the Philips Lighting project leader.
- Record the environmental incident in an incident report, take pictures of the situation and share these with your manager and the Philips Lighting project leader.
- Consult the emergency chart for further instructions.



# 5

## Specific tasks

No two workplaces or situations are the same. It makes a lot of difference whether you are working alongside the road, at great height or in an enclosed space. This chapter tells you more about which risks you run where and what you should do to guarantee your and other people's safety.

It is no secret that working at heights can bear high safety risks. Fortunately, proper measures can minimize hazards. Work at height means work in any place where, if precautions not taken, a person could fall a distance liable to cause an injury. You are working at height if you:

- work above ground/floor level,
- could fall from an edge, through an opening or fragile surface,
- could fall from ground level into an opening in a floor or a hole in the ground.

Many countries regulate the height specification above which work at height safety rules apply, e.g. 1 m. If there is no regulatory specification, any risk of fall from one level to a lower level must be considered in task risk assessment.

## **Risks**

### **What could happen?**

- Slipping, stumbling and falling.
- A fall from great height can lead to severe injury, disability and death.
- A tool can fall down from a height.

## **Measures**

### **What should you do?**

- Ensure there is a fence or handrail for work installed.
- Use approved fall protection.
- Do not use a ladder on a roof (limit use of a ladder anyway).
- Check the roof's solidity.
- Prevent stumbling over things, clear them up.
- Ensure that the surface is dry and stable.
- Take the weather conditions into account, such as slipperiness, wind force and wind direction.
- Keep all your tools and instruments in proper kit to prevent it from falling down.

# Working in a **man basket** 5.2

## **Measures**

### **What should you do?**

- Check beforehand whether a man basket is required. Preference goes to approved scaffolding or an elevated platform.

# 5.3 Working alongside roads

Working along a road or highway entails specific risks. Which is why we place road blocks with pylons, guiding beacons (shields) or a steel or concrete barrier.

## Risks

What could happen?

- You could be hit.

## Measures

What should you do?

When entering by vehicle the blocked area:

- Use a 'work traffic' sign.
- Use an amber flashing light on the roof.
- Indicate direction clearly and in time.
- Drop your speed.
- Once within the road block: drive at walking pace. And turn off the amber flashing light.
- Park your vehicle in the designated spot.

When working within a blocked area:

- Do not enter the safety zones, keep to the mandatory distances.
- Wear fluorescent clothing.



- Never change the applied traffic measures yourself.
- Mind vehicles driving within the blocked area. Remain visible yourself. And make eye contact with the driver.
- When working behind a barrier, keep a minimum distance of 1 meter between you and the barrier.
- Cover or barricade properly any drains on the side of the road to avoid any tripping/falling risks.
- Make sure there is a banksmen assistance to indicate with light the ongoing project work.

### Arrange yourself?

## Don't!

Sometimes the traffic situation around a road closure is very chaotic. Do not direct the traffic yourself. This is not permitted! Discuss the engagement of an authorized traffic controller with your manager.

### When leaving by vehicle the blocked area:

- Switch on the amber flashing light.
- Assess adequately when you can join the other traffic on the road/highway.
- Speed up sufficiently and indicate direction clearly and in time.



# 5.4 Working alongside railroads

You are only permitted to walk along the tracks if you have followed training for this. Passing trains and high voltage on the overhead cables are the two main risks for working along the track. A lot of rules have been drawn up for safe working. Here are the most important ones.

## Risks

What could happen?

- You could be hit.
- You could be electrocuted.

### Mandatory:

- safety passport
- safety shoes
- safety helmet
- yellow fluorescent vest



## Measures

### What should you do?

- Make sure you have your Safety Passport with you.
- Report to the project leader or supervisor. They will provide safety instruction and will register you with the Safety Passport.
- Check your PPE (safety shoes, helmet, yellow fluorescent vest). Only safety personnel wears orange clothing.
- Always follow the safety staff instructions.

# 5.5 Working on a ladder or stepladder

A ladder or stepladder is not a place to work, but intended to get to a workplace. If it is possible to use a safer work tool, like (mobile) scaffolding or an elevated platform, do so. If you do have to work on a ladder or stepladder (briefly), do it safely and stick to the guidelines. A (fall) accident with a ladder or stepladder is just waiting to happen.

## Risks

What could happen?

- The ladder or stepladder may fall over or slip away.
- You can slip on the ladder or stepladder.
- You could lose your balance and fall because there is no railing.

## Measures

What should you do?

- Ensure a horizontal sturdy surface.
- Do not place the ladder or stepladder in front of a door or walkway.
- Attach the ladder at the top.

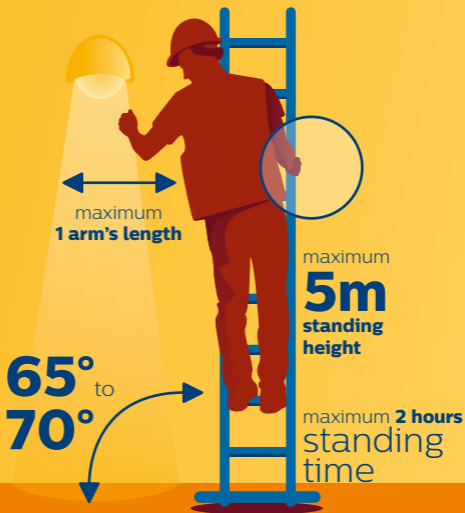
- Stand on 2 feet and hold the ladder with at least 1 hand.
- Move the ladder or stepladder if you cannot reach very easily any more. Moving the ladder when anyone is standing on it is prohibited.
- Use aids for the transport of material.
- Cordon off the surroundings and do not leave the ladder or stepladder unattended.

### **What should you always look out for?**

- The material to be transported on the ladder or stepladder must be less than 1 meter.
- The objects to be carried should be lighter than 10 kilos.
- Do not work with wind force 6 or higher or when it is slippery.

### **Special guidelines**

There are special guidelines for the use of ladders and stepladders. The table shows exactly when you should and should not use a ladder or stepladder as a place to work.



Circumstances	Ladders (L) stepladders (T) permitted	In consultation (and recorded in project HIRA)
<b>Standing height</b> How high are your feet?	< 5 m (L) < 2,5 m (T)	< 5 m (L) < 2,5 m (T)
<b>Standing time</b> How many hours do you have to use the ladder to complete the job?	< 2 hours (L) < 4 hours (T)	2 - 4 hours (L) 4 - 6 hours (T)
<b>Reach and application of force</b> How far do you have to reach and how much force do you have to exert?	< 1 arm's length < 50 N (the force you have to apply to lift 5 kg)	50 N - 100 N (the force you have to exert to lift 5 or 10 kg)

In construction, we use mobile scaffolding especially for assembly and installation work. We preferably use versions that are as light as possible and as small as possible in transverse dimensions. That makes them easier to maneuver. Mobile scaffolding is constructed in such a way that it is stable and strong. You can build mobile scaffolding yourself. Make sure that you have received instruction. And: always work in twos. Because constructing scaffolding carries risks.

### Risks

What could happen?

- The scaffolding can collapse through overloading.
- The scaffolding may fall over.
- You could fall off the scaffolding.

### Measures

What should you do?

>>

### **When constructing**

- Only construct the scaffolding if you know the assembly instructions. They must be present. Follow strictly scaffold assembly check list.
- Check if the scaffolding components are complete and have been approved. Do not mix different brands and/or systems.
- Always work in buddy system.

### **When setting up**

- Set up the scaffolding in a stable and horizontal position.
- Ensure the wheels are blocked.
- Ensure that the work floors are closed up.
- Apply (side) stabilizers. They are mandatory for use of a second upright.
- Ensure that the protective screen is high enough.
- Never place a ladder or assistant scaffolding on the work floor.
- Do not attach hoists to the scaffolding.
- Do not work on the scaffolding in the event of wind force 6 or more.
- Never leave the scaffolding unattended.

### **When moving**

- Use drive plates in the event the surface is soft.
- Check if there are no people on the scaffolding.
- Leave the stabilizers in place. Do the stabilizers not have wheels? Keep them free from the ground.





## 5.7 Fixed scaffolding

Accidents often occur with fixed scaffolding, while constructing, using and disassembling. For example, because users make changes to the scaffolding. Or the design is not appropriate for the different usage situations. Or because the scaffolding has not been constructed according to the drawing and instructions.

Scaffolding and scaffolding material must meet strict requirements. They must be constructed according to dedicated guidelines. Special knowledge and skill is required for building scaffolding. Only approved scaffolding building companies are permitted to construct scaffolding.



## Risks

### What could happen?

- You could fall off the scaffolding.
- You could stumble over material on the scaffolding.
- You could be hit by objects falling off the scaffolding.
- The scaffolding could collapse due to overloading.

### What should you look out for?

All assembled (steel) scaffolding must have been calculated and approved. Approved scaffolding must have been provided with a completed scaffolding chart. If this is missing, it is not permitted to access the scaffolding. Also look out for damage of any element.

## Measures

### What should you do?

- Do not make changes to the scaffolding.
- Do not hoist or lift from a regular scaffolding construction.
- Do not apply nets, sails, screens and such like. Unless you have permission to do so after submitting the calculations and in consultation with the scaffolding builder.
- Do not attach construction lifts to the scaffolding. This is only permitted if a calculation demonstrates this is possible. And if the lift manufacturer agrees.
- Do not dig under scaffolding.
- Is digging to take place in the vicinity of the scaffolding? Discuss this with the scaffolding builder.
- Do not exceed the maximum load.
- Do not use scaffolding components as chock wedges or (timber) crane supports. Or as protection for tubes across the road.
- Do not use scaffolding pipe as a crowbar.
- Work only on approved scaffolding.

# 5.8 Elevated platform

An elevated platform can be used to work at places that are difficult to reach. An elevated platform is a movable hoisting device especially intended for lifting people.

## Risks

What could happen?

- The elevated platform could topple over.
- The elevated platform unit could drive into something.
- You/bystanders could get trapped.
- You could fall off the elevated platform.
- You could be slung out of the elevated platform unit whilst driving along.
- You could be trapped against the roof construction when used inside the building.

## Measures

What should you do?

- You should have had sound instruction/training, be familiar with the operating instructions and have the necessary skills.
- Only use the elevated platform if you are 18 or older.

- Do not use the elevated platform for hoisting work.
- Always wear a harness belt with a short line. Attach this line in an appropriate place in the elevated platform unit.
- Only transport hand tools and materials with the elevated platform. Ensure that these do not protrude.
- Watch the maximum number of people and weight.
- Ensure the surface is sturdy enough.
- Do not work on the elevated platform in wind force 6 or more.
- Never get out of the elevated platform unit at height!
- Risk of falling objects? Cordon off the area around the elevated platform.



# 5.9 Working with electrical systems

Work on electrical systems is only permitted when you are authorized and trained to do so.

## Risks

### What could happen?

You may receive an electric shock:

- when you touch something that is live.
- through a short circuit.
- through overload.

The consequences of 'receiving an electric shock' vary. You may suffer quite a shock or heart complaints, burns or brain damage, or fatality in the worst case. Besides a risk of fire, a risk of ignition and explosion may occur.



## Measures

### What should you do?

- First switch off the power.
- Ensure that nobody can switch the system back on: lock the main switch (LOTO), use blocking pliers with several locks, mark the power switch with 'do not switch on'.
- Check if the system really is voltage-free.
- Earth insulated parts and short circuit them.
- Protect parts that could become live.
- Switch off machines permanently.
- Roll off cable reels completely.
- Use only non-conductive ladders (wood, fiber glass).
- First switch off the power in the event of fire.
- Do not extinguish with water but with a CO<sub>2</sub> or powder extinguisher.
- Ensure that there is sufficient extinguishing equipment on site.

# 5.10 Assembly work

An accident can easily occur during ‘simple’ assembly work, besides the physical complaints you could get injured from incorrect work posture.

## **Risks**

### **What could happen?**

- Adverse work posture could cause physical complaints.
- Injuries to body and/or limbs due to sharp edges or protrusions of the materials and assembly environment.
- Injuries to body and/or limbs due to unmanageable weights of the materials to be used.

## Measures

### What should you do?

- Use aids, like a work bench or a room scaffold.
- Try to vary your work posture.
- Work seated whenever this is possible (use a chair or stool).
- Work above your head as little as possible, assemble ceiling constructions as much as possible beforehand.
- Ask for assistance when holding or lifting heavy parts.
- Use knee pads or a kneeling cushion for working on your knees.
- Keep your tools within easy reach as much as possible.
- Clear up regularly.

# 5.11 Tools and equipment

The use of improper or damaged tools and equipment considerably increases the chance of accidents. A number of simple measures can be used to considerably limit any risks.

## **Risks**

### **What could happen?**

- Inadequate or rejected tools may cause accidents or physical injury.
- You could get hurt, for example by revolving parts or ill-maintained equipment.
- You could incur hearing damage if you work in noisy conditions for extended periods.
- You could inhale harmful substances and vapors, such as wood or plastic particles.
- The object you are working on could catch fire.
- You could be confronted with excessive heat.
- You could be electrocuted.

## Measures

### What should you do?

- Only use safe, undamaged and approved tools or machines. Ensure that the inspection sticker is legible.
- Use the right tool for the right job.
- Have maintenance performed by people who are qualified to do so.
- Wear the appropriate personal protective equipment.
- Keep your tools and equipment neat.
- Always read the instructions before getting to work. Make sure you know what to do and what to look out for.
- Check the additional toolbox for the designated equipment, machine or device.

# 5.12 Quartz dust

Building materials with quartz dust cause a lot of dust when processed. The small dust particles can end up in your lungs. Which are harmful.

## **What is quartz dust?**

Materials with quartz dust include concrete stone, brick, sand-lime brick, sandstone, aerated concrete, concrete, cement, ceramic and debris. Quartz dust is produced when you drill, mill, grind, sand, demolish or clean these materials.

## **Risks**

### **What could happen?**

- Inhaling could cause lung disease such as pneumonia, pneumoconiosis and lung cancer. You can also have an allergic reaction to quartz dust.

## **Measures**

### **What should you do?**

- Choose the working method that produces the least dust.
- Use tools with dust extraction and/or water supply.
- Only using water? Wear a dust mask. Use mask type as defined in Task Risk Assessment and execute fit test when required. You can still breathe in dust through the water vapor.
- Do not remove attachments from your tools. Even if this makes it easier to work.
- Ensure sufficient ventilation and a clean work floor.
- In some situations, air quality monitoring may be necessary

## 5.13 Asbestos

The use of asbestos is strictly prohibited in the construction sector nowadays. Asbestos is present in sheet material in roofs, floors, walls and ceilings. The material has also been used for pipe jackets and water pipes. You will commonly encounter asbestos in buildings from before 1994.

In construction, asbestos was mainly used for its fire-resistant properties in:

- sheet material in facades, roofs, floors, walls and ceilings;
- a variety of channels for ventilation and exhaust ducting as well as sewer pipes;
- steel constructions and ceilings (sprayed);
- insulating lining around pipes and boilers;
- sealant (cord) in cupboards and central heating installations.



## **Risks**

### **What could happen?**

- Asbestos consists of tiny particles that are very harmful when inhaled. Asbestos particles are released when asbestos is processed, broken, drilled or sawn.

## **Measures**

### **What should you do?**

- Unexpectedly come across asbestos? Stop work immediately. Cordon off the affected area and report to your manager. Working on asbestos without a permit/report is prohibited.
- Never tackle asbestos yourself and never remove it yourself. Always engage a specialized and certified company through project manager/contractor.
- Pay special attention to personal hygiene. Asbestos fibers can enter your body through inhalation. They end up in your stomach, which may be harmful.

# 5.14 Hazardous substances

During your work, you can come into contact with different harmful substances. Consider for instance flammable, toxic, oxidizing, corrosive and irritating substances.

## **Risks**

**What could happen?**

- Hazardous substances may be harmful when touched or inhaled.
- Some hazardous substances may explode.

## **Measures**

**What should you do?**

- Always store flammable, toxic, oxidizing, corrosive and irritating substances in a fire-retardant cupboard or storage container. In a cupboard, you can store a maximum of 150 liters, in a container a maximum of 500 liters.
- Keeping a working stock is permitted. This quantity is enough for 1 day.
- If the working stock is 50 liters or more, place

- the package over a liquid-sealed drip tray.
- Always lock the cupboard or container. You may not store all chemicals in the same cupboard.
  - Ensure sufficient ventilation for the cupboard or container with on the door the picture or text 'Smoking and naked flames prohibited'.
  - Ensure that the packaging is intact and provided with the correct label.
  - Place hazardous substances over a sufficiently large drip tray.
  - Check if the safety data sheets are sufficiently available (on paper).
  - Use the appropriate personal protective equipment and pay special attention to personal hygiene.
  - If ATEX (explosion) zone is identified in the vicinity of your working environment you must include ATEX safety rules in task risk assessment and follow them rigorously.

## Dealing with gas bottles safely

### What should you do?

- Make sure you know with which gas you are working (see safety data sheet). Oxygen reacts differently from nitrogen, for instance.
- Avoid having to lift or drag gas bottles as much as possible. Use a hand trolley. Avoid locations with steep slopes, stairs, slippery and uneven surfaces. Or with a soft surface, like grass and soil. And with obstacles, such as drain pipes and parked vehicles.
- Protect the gas cylinder from extreme heat, fire, corrosion, mechanical damage.
- Never place gas bottles in an escape route and always secure them to prevent falling.
- Choose a place where your gas bottle is protected from damage from vehicles.
- Always place gas bottles upright, with their base on a level surface, against an outer wall and in a well-ventilated place.
- Remember the properties of gas. Propane is heavier than air, so do not place gas bottles in cellars or enclosed spaces.
- Prevent the presence of flammable material in the vicinity of gas bottles.
- Always close the valve when you are not using it. If this is for a longer period, reapply the protective cap.

## How do you recognize hazardous substances?

You can recognize hazardous substances from the following symbols:



Fire-  
accelerating



Corrosive



Explosive



Container  
under  
pressure



Long-term  
health risk



Hazardous



Flammable



Harmful



Toxic

# 5.15 Confined spaces

You might at times work in confined spaces, such as crawl spaces, storage reservoirs, cellars, large containers. Be careful, because an accident can easily happen.

## Risks

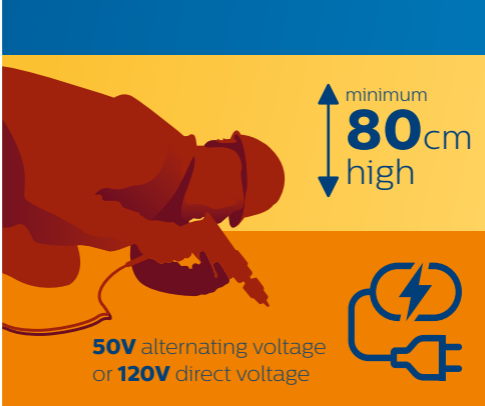
### What could happen?

- You could become unwell or suffocate because there is insufficient level of oxygen.
- You could receive an electric shock.
- Toxic, flammable or explosive liquids could be present.
- In the event of danger, enclosed spaces might be even more difficult to access than normal.
- Cellars may be partly flooded.

## Measures

### What should you do?

- Ventilate the space well. Are harmful vapors present perhaps? Or is the oxygen level too low perhaps?
- Before entering atmosphere environment measurements **must** first be taken. Adequate



- atmosphere monitoring activity must be defined as part of Task Risk Assessment.
- Use safe current: safety transformers and battery-run hand tools.
  - Always work in buddy system. Your co-worker stands guard and sounds the alarm in the event of an emergency. Your co-worker never enters the space in the event of an emergency. Stay in touch via walkie-talkie or mobile telephone.
  - Consider the dimensions of the crawl space. This must be a minimum of 80 cm.
  - The crawl hole access hatch or hole must be a minimum 62x80 cm. Cordon off the hole or access hatch clearly.
  - Ensure an escape route from the crawl hole access hatch to the workspace of maximum 18 meters.

# 5.16 Working alone

Are you working in isolation? Outside the line of vision or out of hearing distance from others? Or is direct contact with others impossible? Then this officially qualifies as 'working alone'.

## Risks

**What could happen?**

- As working alone you basically run the same (accident) risks as someone working with others. But someone working alone cannot depend on co-workers in the event of danger or accident. This increases the risk.

## Measures

**What should you do?**

- Check whether you really have to work alone or whether you could work with someone else.
- Get the approval from Project Manager for working alone.
- Identify any risks when performing your work. Also check which circumstances produce extra risks for working alone.



## Ensuring more safety?

### Take extra measures, like:

- report in and out by telephone or other means of communication. Or ensure a continuous line of speech connection;
- wear an electronic safety device. This sends out a warning if you have not moved in a while;
- provide options for raising an alarm;
- ensure free escape routes;
- ensure that keys and other aids are visible and within reach;
- agree with the people at home and your manager what they should do if you do not return home.

## **Ban on working alone**

Sometimes working alone is strictly prohibited.

Like in the following cases:

- working in a space that has an electrical high-voltage installation (more than 1,000V AC or 1,500V DC). And of which parts are not or insufficiently protected against (in)direct touch or too close approach.
- working in an enclosed space with danger of suffocation, intoxication, poisoning, fire or explosion;
- diving work;
- working under pressure;
- work performed by young people under 18.

### **Younger than 18?**

Are you younger than 18 and working alone? Somebody must always accompany you. This person supervises and organizes assistance if something goes wrong during work.

## Horizontal and vertical transport

# 5.17

By horizontal and vertical transport is meant working with a forklift truck or hoisting installations (such as cranes and hoists). The transport of heavy loads is particularly risky. Mistakes may have severe consequences.

### Risks

#### What could happen?

- You could be injured by a falling object.
- You could get trapped.
- You could run into persons or goods or be hit yourself.
- The vehicle/tool could topple over.

## Measures

### What should you do?

- Never walk under a load.
- Never burden vehicles/tools more than permitted. Use the vehicles/tools for which they are intended.
- Check elements like chains and hoisting straps before use. These must have been approved. They should also not be damaged in any way.
- Do not use forklift trucks and hoisting installations to transport people.
- Ensure that hoisting installations are sufficiently supported.
- Ensure that the driver sees you when you are near a means for horizontal or vertical transport.
- Use a safety belt and pilot protector doors as mandatory measures when driving a forklift to prevent being crushed when the forklift topples over.

## Note:

You are only permitted to work with a forklift truck or hoisting installation if you have followed training for this purpose and you received adequate certificate.



# 5.18 Physical posture

You sometimes have to transport objects yourself without aids. Good posture is very important for this.

## Risks

**What could happen?**

- You could incur an injury through incorrect lifting, bending, pulling or pushing.

## Measures

**What should you do?**

- Try to avoid lifting manually as much as possible.
- Do not bend and lift unnecessarily. Use aids.
- Do not lift when felt too heavily. Ask co-workers for help to lift heavy and large objects.
- Keep the load as close to your body as possible. Avoid having to reach too far.
- Do not put heavy materials and tools on the floor, but at working height (if this is possible).
- Do not lift with your back rotated. Stand straight in front of the load. And let your feet do the rotating.
- Lift calmly and keep your back as straight as possible.

If you work outside, you should take the weather conditions into account. Cold, heat, hard wind, sun and rain influence safety in the workplace. Consider slipperiness. Your workspace may also be slippery in a thunderstorm.

### **Risks**

**What could happen?**

- Parts could become slippery.
- Your workspace may be dangerous in a thunderstorm.

### **Measures**

**What should you do?**

**Bright sunshine**

- Cover your head.
- Regularly apply suntan lotion with a high protection factor.
- Have easy access to the drinking water. Drink sufficient water.
- Wear protective work clothing: at least long trousers and preferably a long-sleeve shirt.

- Work according to an adapted work schedule (heatwave schedule).

### **Thunderstorm (approaching)**

- Consult your manager.
- Take shelter in a building or metal cabin, like a car or digging machine.
- Do not take shelter in the vicinity of metal objects such as fences, light masts, building lifts and scaffolding or under single trees, along the edge of a wood or in an open field.
- Do not touch metal parts, cables or pipes.
- Are you in open water? Return to shore as fast as possible.

### **Cold**

- Wear protective clothing and gloves.

### **Wind**

- Prevent light materials from blowing away.
- Take into account that large surfaces (materials) are susceptible to wind.
- Additional regulations and instructions apply for specific works.



## Heat

- Provide regular rest breaks. The breaks should be taken in a cool area.
- Have easy access to the drinking water. Drink sufficient water.
- Increase air circulation. Use fans or air conditioning.
- Not acclimatized (new) workers should not work full time in a high heat area. It takes about one week for the body to adjust to working in the heat.

# 6

## Personal Protective Equipment

**Personal Protective Equipment, also known as PPEs, are important. You use or wear them if you cannot remove the source of danger on the work floor. But please note: personal protective equipment does not prevent accidents. They are last line of defense and only limit the consequences of a possible accident.**

## **The responsibility lies with the employer...**

The employer:

- is responsible for providing adequate personal protective equipment (PPE);
- is obliged to provide instruction on how to use PPEs;
- is obliged to supervise the correct use of PPEs\*.

## **... and the employee**

As an employee you too have responsibilities in the use of PPEs. You are obliged to use the appropriate protection and to maintain it in a good condition. In addition, you must check if the equipment is still in a fit state for use.

Employer's duty is to remind you as an employee of your responsibilities and to inform you about use and maintenance of your personal protective equipment.

\* In European Union: Check for the presence of a CE mark.



## Tip

Always try on personal protective equipment for size before you start to use them.

### **Safe and comfortable**

You can identify type of personal protective equipment from the CE mark\*. According to this mark protective equipment complies with safety requirements. It is important that personal protective equipment is safe. At least as important is that they fit comfortably. Oversized overalls or safety shoes that are too tight do not contribute to safety of individual.

\* In European Union: Check for the presence of a CE mark.

# Mandatory PPEs

## 6.1

To protect ourselves, we wear personal protective equipment (PPEs). Some are mandatory. Other PPEs belong to a specific task or situation. Below you can read about which PPEs you need to wear and in which situations.

### **On any construction site**

On the construction site (a construction site is a work location, workstation, project or production location encircled with site fencing) where you are to be on behalf of Philips Lighting, you are obliged to wear the prescribed PPEs.



### **Construction site**

- safety helmet
- safety glasses
- safety shoes
- Reflective clothing (at least vest)

## Alongside roads or railroads

Do you work alongside the road or railroad, outside a construction site? Then you are required to wear safety shoes and reflective clothing. If you work nights, you are required to wear both a reflective pair of long trousers and a jacket/sweater with long sleeves.



### Road

Reflective clothing ISO 20471 class 2 standard (orange safety vest). In poor visibility (evening, night, mist or rain) class 3 (orange safety trousers and jacket).



### Railroad

Reflective clothing ISO 20471 class 2 standard (yellow safety vest). In poor visibility (evening, night, mist or rain) class 3 (yellow safety trousers and jacket).

## **Servicing**

During servicing work in operational buildings (an office, house or other space without site fencing or perimeter) you are obliged to wear safety shoes as the absolute minimum.

Specific requirements and norms apply to PPEs. So do not purchase any PPEs yourself, but order them through your employer. Use and maintain PPEs according to the instructions provided.



**Servicing**  
Safety shoes

## 6.2 What must PPEs comply with?

There are different types of Personal Protective Equipment depending on your work and activities. Want to be certain you are using the appropriate PPEs? Then read the next paragraph very carefully.

### **Safety helmet or hard hat**

- Wear a helmet on all construction sites.
- Check the validity of your helmet regularly (3 to 5 years from manufacture depending on the material). Replace your helmet in due time, even if it appears to be perfectly ok. Through exposure to light the helmet material becomes porous.

### **Safety shoes**

- Wear safety footwear in all construction workplaces with a minimum of protection class S3. We recommend high safety shoes, but safety boots are usually permitted. For servicing work you can wear low-cut safety shoes.



- Wear shoes/boots with antistatic soles in buildings with electronic components (S1 or ESD approved).
- Wear shoes/boots that are properly insulated for electricity for work on electrical components that are live.

### **Certified clothing**

If standard work clothes do not provide ample protection against the influence of weather, heat, cold and chemicals during your work or there are other dangers of injury or damage to health, wear protective certified clothing.

### **General**

- Always wear the protective clothing issued to you by your employer.
- Always wear long trousers during working hours.
- Always wear a T-shirt at the very least.

## **Reflective clothing**

- When working along roads your reflective clothing must comply with ISO 20471 class 2 standard (orange safety vest). In poor visibility (evening, night, mist or rain) your clothing must meet class 3 (orange safety trousers and jacket).
- When working along railroads your reflective clothing must comply with ISO 20471 class 2 (yellow safety vest). In poor visibility (evening, night, mist or rain) class 3 (yellow safety trousers and jacket).
- When present on the construction site reflective clothing (at least vest).

## **Safety glasses and facial protection**

Always wear a pair of safety glasses, face shield, safety goggles:

- For all standard work (safety glasses).
- Work in which you could get dangerous substances in your eyes.
- When welding or cutting (goggles or visor).
- When working with lasers class 3 or higher (fiber optics).
- When working with irritating or corrosive substances or gasses (gastight glasses).
- In the presence of high-pressure water jets.

- For all machining work (milling, tapping, turning, filing, drilling, sawing, boring, broaching, grinding, honing, lapping, planing and mortising).
- When there is a danger of splashing.
- For work on lighting. Wear a pair of safety glasses with a blue filter ( $450 \pm 40$  nm) if this is indicated in the light source product documentation.

### **Hearing protection**

Wear hearing protection for a noise level of 80 dB(A) or more where the signs indicate this.

- Employ appropriate hearing protection for the work concerned.
- Wear ear muffs or otoplastics that match the level of noise (there are different kinds for different pitches).
- Clean ear muffs, ear plugs and otoplastics after use.
- Introduce the ear protection with clean hands.
- Replace the ear muff seals if they become hard or stiff or torn or damaged.
- In some situations, a hearing test may be necessary.

## **Respiratory protection**

- In a dusty environment you can usually suffice with a half face mask.
- Use the mandatory type of respiratory protection if there are poisonous or dangerous substances.
- Wear a gasmask if there are high concentrations of dangerous gases or fumes (only for short-term exposure and as an escape mask). Ask for good advice before you engage in the work and follow the instructions provided by the safety officer, safety expert or project leader.

## **Work gloves**

- Wear appropriate and close-fitting gloves for the work.
- Wear sturdy work gloves when handling rough materials.
- Wear special rubber or synthetic gloves when handling chemicals and acids or other corrosive materials (PVC gloves). Unsure? Consult the Safety Data Sheet or the safety officer for the correct type.

## **Fall protection**

- Working with a safety harness always entails heightened risk. Even if you are wearing a

safety harness, there is a danger of a life threatening situation.

- Always check the fall indicator. This red label is affixed to both the left and right straps. If the stitching is broken do not use the safety harness under any circumstances.
- Always employ a safety harness when working at heights.
- Employ a full body harness if you are working closer than 4 meters from an edge and there is no permanent or temporary edge protection.
- Check if there is sufficient free space under you to be able to cushion a fall if necessary. If not, discuss with your manager how best to tackle this.
- Only use a safety harness if a minimum of 1 co-worker is in the vicinity. If not, approach your manager.
- Fix your safety harness securely. The anchor point for your safety harness must be able to bear a load of minimum 1,000 kg.
- When working in a crane cabin, on an elevated platform and in hanging scaffolding always wear a safety harness as an extra precaution. Ensure you are always attached to a line.
- Ensure that you know the company safety instruction for 'safety harnesses'.

# 7

## Enforcement policy

Everyone wants to return home safely at the end of the day. Reason enough for us to strive for a safe working environment and safe working conditions to prevent accidents. The success or failure of this depends on the appropriate attitude and behavior. If someone does not observe the rules a warning will be issued and ultimately followed up with disciplinary steps.

If you want to return safely to your home at the end of the day, comply with the following 10 Golden Safety Rules:

1. I am committed – to my own safety and the safety of those around me, at work and at home
2. I follow safety instructions – by understanding what is required
3. I know the risks – of glass, heat, stairs, heights, chemicals, lifting and poor ergonomics
4. I respect machines & tools – and never interfere with moving parts and equipment
5. I learn to see – by identifying safety risks before they turn into injuries
6. I speak out – by reacting to hazards and escalating to my manager if needed
7. I stop risk activities – as no unsafe activity should jeopardize our health
8. I travel safe – by applying our safe driving rules or taking public transport

9. I use electronic devices responsibly – by not letting my mobile phone or laptop distract me
10. I manage occupational stress – by ensuring a healthy work life balance and an open dialogue

Philips Lighting assumes that you perform your work safely. And that you consider your own safety and that of your co-workers and environment. If your co-worker behaves at-risk address him/her about this. Opening the dialogue about safe and at-risk behaviors actually improves safety in the workplace.

### **Warning or disciplinary procedure**

If someone refuses to alter his/her behavior in order to comply with the safety rules, disciplinary measures will be taken. If a person does not comply with the safety instructions, even after he/she has been addressed about the matter, an official warning will be issued and subsequently adequate disciplinary steps taken.



Only your Philips Lighting manager and / or project leader may issue such a warning and start up disciplinary procedure.

### **Opening the dialogue on safety**

Everyone can miss something or make a mistake. This is why it is important that we watch out for each other and address each other respectfully about at-risk behavior. This applies to everyone: to co-workers, the director, a visitor or a subcontractor. Address a person if you see that he/she is not observing the safety instructions, not wearing the prescribed personal protective equipment, is smoking in areas where it is not permitted or if tidying up is an issue. If we open the dialogue on safety together we will create a safer working environment.

### **Forewarned is forearmed...**

If someone addresses you about at-risk behavior but you continue to work in this manner or you repeatedly ignore them, an official warning will follow. We will discuss the warning with your manager/employer too.

### **Deliberately dangerous working practice**

If you endanger yourself and co-workers and/or you endanger your environment you do not belong at Philips Lighting. We want to offer a safe workplace and dangerous behavior has no place here. If this is the case you will be banned from your workplace. This can lead to the termination of your employment contract or the contract/the cooperation with the subcontractor. The cost incurred for any loss in production due to at-risk act of a subcontractor employee (including any business interruption costs) will be charged to the subcontractor.

The procedure above also applies if:

- you repeatedly ignore a warning;
- you receive a second warning within 3 months of receiving your first warning;
- you use alcohol and/or drugs on location or if you are under the influence of them;
- you fight or show aggressive behavior;
- you are guilty of stealing.

**If you do not agree with  
a warning or disciplinary steps**

If you have received a warning or disciplinary procedure and you do not agree with this you can submit an objection. You can submit this to your manager, the HR manager or works council. You can only raise an objection if there were no clear safety instruction provided. If you have not received careful and demonstrable instruction regarding the safety regulations. Or if you were warned or disciplinary measures were taken by a person not authorized to do so.

Do you have remarks or suggestions  
for improvements?  
Let us know! Send an email to:

**[wojciech.rekawiecki@lighting.com](mailto:wojciech.rekawiecki@lighting.com)**



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