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As a food processing facility, Milchwerke "Mittelbe" GmbH (hereinafter referred to as "Milchwerke") places the highest demands on product quality and product safety and therefore acts in strict compliance with a quality, safety and environmental management system. In addition, we expect our business partners to comply with the applicable labour and social standards. To guarantee this, our **visitors, suppliers and service providers** (hereinafter referred to as "**external companies**") must observe certain rules that are set forth herein.

1. General rules

1.1 Access rules

External companies must report to the reception staff in the administration building at Heerener Str. 49. Access to the building is subject to various requirements (e.g. prior announcement by Milchwerke's relevant point of contact, completion of the safety briefing). In justified cases (e.g. pandemic events, emergency situations), access to the factory premises is subject to additional requirements (e.g. suitable, necessary and reasonable infection protection measures). If the external companies fail to meet these requirements, they may be denied access within the scope of the right to grant or deny access.

The reception staff in consultation with Milchwerke's point of contact decides on issuing visitor's passes, transponders as well as access and parking permits. In this process, personal data are also collected in Milchwerke's electronic recording system. The visitor's pass must be worn in a prominent place at all times. The handling and return of transponders is subject to separate rules.

Visitors must report to the reception staff every time they enter and leave the factory premises. Different rules for entering and leaving the premises outside the regular working hours of the reception staff may be agreed on a case-by-case basis. Different rules in general may be agreed for suppliers (access via Hohen Weg or the central warehouse (Heerener Str. 55)).

Production and storage areas may only be entered and left using the designated entrances. Occasional exceptions are subject to permission by Milchwerke's relevant point of contact.


Note: Individual factory areas are under video surveillance.

1.2 General safety rules

External staff must ensure their safety and health while performing work to the best of their abilities and in compliance with the applicable occupational safety and hygiene regulations. This obligation also applies to persons who are affected by the acts or omissions of external staff.

Smoking is strictly prohibited in all buildings and on the entire factory premises, except in the specially designated smoking areas. Smoking while wearing hygiene clothing is prohibited. Alcohol and addictive drugs must not be brought to and consumed on the factory premises. Photography and video recording is prohibited.

Personal protective equipment (PPE) is required when staying in production and storage areas. This includes safety shoes (cat. S3) and safety goggles. In the central warehouse, safety shoes (cat. S3) and a high-visibility vest are mandatory. Additional equipment may be required. The areas in which hearing protection is required are shown in a noise map at the entrance of the respective production area.

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Service providers and suppliers must bring and wear their own personal protective equipment. PPE for visitors is provided by the reception staff or Milchwerke's relevant point of contact. Visitors must have their hygiene or protective equipment checked for suitability and cleanliness by Milchwerke's relevant point of contact.

The German Road Traffic Regulations (StVO) must be observed on the entire factory premises. Traffic signs (one-way streets, no-parking zones) must be followed. The speed limit is 20 km/h.

Due to forklift and in-plant traffic, special care must be taken on the entire premises. The autonomous vehicle must be given way. Keep a safety distance. When encountering the autonomous vehicle, clear the lane, make way and pay attention to oncoming traffic.

Parking is only permitted in the specially designated areas. In particular, the marked lane of the autonomous vehicle and the designated areas for the fire brigade must be kept clear. Any traffic accidents must be reported to the security staff.

1.3 Staff facilities

Three restrooms are provided for external companies on the factory premises. Their location is shown in the "Rules and instructions for visitors, suppliers and service providers" flyer and directions can be given on site. External companies working in the production areas or visitors arrange the use of the restrooms with the relevant point of contact. Relieving oneself in the outdoor areas of the premises is strictly prohibited.

Separate break rooms or areas are not provided for external companies. Breaks are organised on the external company's responsibility. The joint use of the break rooms or areas must be arranged with the relevant point of contact. Breaks for eating, drinking or the like may only be taken outside the respective production and storage areas.

2. Hygiene rules


Postings and handouts showing the in-house hygiene rules and the applicable infection protection measures must be observed.

The production areas may only be entered after taking hygiene measures. These include, in particular, taking off personal items (see next paragraph), putting on hygiene and protective clothing depending on the hygiene zone and consistently ensuring personal hygiene (hand washing and disinfection). In this context, the postings showing the hygiene rules must be observed. Headgear must completely cover the hair and ears.

Products, packaging material and equipment must not be touched (exception: part of the work order placed with external companies). Coughing and sneezing at packaging materials, raw materials and products is prohibited.

The following applies in the production and storage areas:

- *Personal items (bags, bag packs, jewellery incl. wedding rings, watches, tobacco products, medicines, sweets, etc.) are not permitted*
- *Allergens (e.g. nuts) must not be introduced (e.g. as residues on clothing)*

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- *Cuts and abrasions must be covered with metal detectable plasters (when working over open products, disposable nitrile gloves must be used in addition for reasons of hygiene)*
- *Long fingernails, painted fingernails, artificial fingernails, artificial eyelashes, etc. are not permitted*
- *Only long trousers are permitted*
- *Only clean toolboxes in proper condition are permitted*
- *Only approved, metal detectable pens and knives are permitted*
- *Paperclips are not permitted*

Any medicines must be reported. Eating (incl. candies and chewing gum), drinking and taking reported medicines that are absolutely necessary is only permitted in the specially designated areas.

Persons with infectious diseases or disease symptoms as well as with infected wounds or skin diseases that may affect food safety must not enter our factory. This also applies if pathogens such as Salmonella, Shigella, EHEC or Vibrio cholerae have been detected in a stool sample, even if the person does not have any symptoms.

Cleaning equipment must be used in accordance with the colour coding (blue = clean; red = unclean) and stored in the places designated for this purpose.

3. Product protection

In the event that glasses or contact lenses are lost in the production or storage area, Milchwerke's point of contact must immediately be notified. All foreign bodies, residues and soiling must immediately be removed. Any soiling of or damage to products and factory equipment must be avoided. Taking away products – including waste – is not permitted and is punishable.

4. Conduct in case of danger

4.1 Accident


In the event of an accident, all work must be stopped and, if necessary, the respective machine must be shut down (EMERGENCY STOP). If an entire system needs to be shut down, the relevant staff member must immediately be informed. The availabilities are shown on the emergency notice boards.

Every accident must be reported. Traffic accidents involving property damage must be reported to the security staff. In the event of minor accidents (e.g. abrasion, sprain), Milchwerke's relevant point of contact and, if necessary, a first aider must be notified and called on. Note: First aiders in the production area have a corresponding tag on their work clothing.

In the event of serious accidents, an internal emergency call must be made using the factory telephones (phone no. 112 (security service)). If the rescue service is notified using external telephones (emergency phone no. 112), the security service must be subsequently informed (03931 632-112) to give directions and instructions to the rescue team.

4.2 Fire

Depending on the building, the fire alert is signalled by an alarm siren or an announcement. In case of fire, leave the danger area via the next signposted escape route (see also the escape and rescue plans in the respective buildings) and go to the nearest assembly point. At the assembly point, the evacuation must be reported to Milchwerke's relevant staff member. If possible, the relevant point of contact must be informed as well.

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Fire events are reported in the same manner as accidents (internally 112, externally 0-112). For fire-fighting purposes, all buildings are equipped with at least portable fire extinguishers, some of them also with wall-mounted fire hose reels or fire blankets. Attempts to extinguish the fire must be made while ensuring personal safety. The instructions given by the internal and external rescue team must be followed.

5. Additional rules for visitors

During factory tours or when staying in production and storage areas, the instructions given by Milchwerke's relevant point of contact or accompanying person must be followed. Only the designated passageways may be used. Leaving the group is not permitted.

6. Additional rules for suppliers / forwarders

Only registered and operationally safe vehicles are allowed to enter the factory premises. Lane markings must be taken into account and observed. Leaving the engine running longer than necessary is prohibited. Vehicles for food transport must be in perfect hygienic condition. Drivers of motor vehicles must carry their driving licence with them and show it to the security staff or Milchwerke's relevant point of contact upon request in justified cases.

7. Additional rules for service providers

7.1 Working areas / Permit to work

Service providers with vehicles are only allowed to use the factory premises for loading and unloading the vehicle. *Hazard areas must not be entered.*

The production and storage areas may only be entered with permission and access is limited to those areas that are necessary to carry out the work. Before start of work, the service provider's authorised representative and Milchwerke's relevant point of contact must consult with each other to discuss the following points, among others:

- System- and site-specific features / hazards
- System- and site-specific safety measures before start of work
- Protective measures during performance of work
- Reporting of hazardous substances and lubricants used
- Regulations on acceptance of the working area and the work equipment


If necessary, the consultation is documented in a permit to work (PTW).

7.2 Staff qualifications

The service provider must designate a skilled supervisor for the performance of work and must ensure that the work is supervised by persons authorised to give instructions. The staff employed must be competent and suitable to carry out the respective work. *This applies in particular to the joint use of work equipment provided (e.g. indoor crane, scaffolding, aerial work platforms, forklift trucks, electrical installations and equipment, PPE against falls from a height).*

7.3 Construction and assembly work

All work must always be carried out from a safe standing point. Protective equipment against falls from a height must be available at all times at all workplaces and passageways where the work involves the risk of falling. Structural and technical measures (side guard/railing, fall arrester, scaffolding and the like) have priority over organisational (safety distance) and individual protective measures (PPE against

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falls from a height/safety harness). Free-standing or leaning ladders must always be set up on a firm surface.

If the structural design is not sufficient to prevent the falling of objects during the work, the hazard areas must be secured to protect the staff (*barriers, securing by traffic guards or the like*).

7.4 Earthwork

Before start of earthwork (excavation, pits, canals, etc.), the company performing the work must obtain information from Milchwerke's electrical department about the location of live cables and media supply lines. The work must not be started until an excavation permit is issued. *Walls of excavated pits/ditches must be properly secured (sloping/planking). Work in pits/trenches may only be carried out in sufficiently dimensioned and secured working spaces (taking into account the minimum working space widths).*

7.5 Electrical installations and equipment

Work on electrical installations and machines may only be carried out by electrically skilled persons, *electrically skilled persons for defined tasks or instructed persons* after commissioning and approval by Milchwerke's *electrical department*. Any unauthorised work on electrical installations is strictly prohibited. Only safe devices that are suitable for the intended purpose and have been verifiably tested (e.g. with a test mark) may be used as electrical equipment. *The protection of persons against electric shock must be ensured in accordance with DIN VDE 0100-410.*

7.6 Fire prevention / Work involving fire hazard

The contractor must make their own suitable fire protection arrangements, depending on the work to be carried out. To avoid high fire loads, flammable materials may only be taken to the working area in the necessary amounts and must be promptly removed after use. All welding, flame cutting, abrasive cutting and related operations are subject to permission (PTW). Necessary fire-extinguishing media must be kept available. Fire protection equipment must not be rendered ineffective. Escape and emergency routes, in particular fire doors, must not be obstructed or wedged.

7.7 Potentially explosive areas


Individual sections of some production areas are potentially explosive areas and are being technically monitored. Hatches, manholes or the like may only be opened after disconnection and only with permission. Work equipment (devices, incl. torches) used in potentially explosive areas must meet special requirements (explosion-protected design). Ignition sources must be generally avoided in potentially explosive areas.

7.8 Installations / Work equipment

Entering tanks and containers is subject to prior permission (PTW). Protective devices (e.g. machine circuit breakers) must not be circumvented or manipulated. Any defects on work equipment, safety equipment, spillage of hazardous substances or the like must be reported to Milchwerke's relevant point of contact.

The use of wooden tools is prohibited in the production areas and directly adjacent storage areas. Hazard areas of transport and work equipment must be secured.

The joint use of Milchwerke's work equipment (devices) or the use of services (e.g. transport of material by Milchwerke's forklift drivers) is subject to approval by Milchwerke's relevant point of

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contact. Staff of the service provider must verify before use that the work equipment is free of any obvious defects (e.g. by visual inspection).

In the event of any defects, the installations and/or work equipment must not be used until repaired by skilled and competent persons or institutions.

7.9 Scaffolding

The service provider in charge of scaffolding work takes care of setting up and keeping available scaffolding with sufficient stability and load-bearing capacity in accordance with the recognised rules of technology. The scaffolder is responsible for testing the scaffolding for proper assembly and safe function after completion. Proof of performance of the test must be attached to the scaffolding (e.g. test certificate, approval certificate).

The scaffolding may only be used after it has been approved for use by the scaffolder. All service providers that use scaffolding must ensure that the scaffolding is visually inspected by a qualified person before use and are responsible for using the scaffolding as intended and maintaining its operational safety.

7.10 Forklift trucks / Aerial work platforms

Operating forklift trucks and/or working with aerial work platforms is subject to permission by Milchwerke's relevant point of contact.

While operating the forklift truck, sufficient visibility of the road must be ensured during all manoeuvres. Loads must be sufficiently secured against displacement. Driver restraint systems must be used.

Aerial work platforms must be set up on a firm surface and operated in accordance with the operating manual. The ground conditions and any other work platforms set up simultaneously must be taken into account. During setup and operation, attention must be paid to pinching and shearing areas. Aerial work platforms must not be used as substitutes for cranes. The attachment of overhanging loads and unauthorised enlargements of the platform are not permitted. Climbing onto the support rail and setting up ladders and scaffolding on the platform are prohibited.

7.11 Working materials / Hazardous substances


When handling hazardous substances, the substance-specific hazard and safety precautions must be taken into account. Material safety data sheets and operating instructions must be presented upon request. It must be ensured that the handling of hazardous substances by the service provider does not put Milchwerke's staff at risk.

7.12 Preventive medical care

In areas where work involving certain adverse health effects (e.g. dust exposure, noise, wearing of respiratory protective devices) is carried out, the service provider must ensure to only employ suitable staff that are subject to preventive occupational medical care.

7.13 Environmental protection

Any waste produced during performance of work must be properly disposed of by the contractor at their own expense in accordance with the legal requirements. Waste that originates from Milchwerke is disposed of in accordance with the contractual agreements or in consultation with the relevant point of contact.

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Substances hazardous to water, such as oils, fuels, solvents, paints, etc., must be stored and handled in such a way to rule out any danger to soil, groundwater and drainage systems (sewers, soakaways). Dangerous goods must be transported in accordance with the applicable dangerous goods regulations.

The contractor's staff must immediately report any extraordinary events and occurrences concerning environmental protection to the environmental officer and/or the factory's project manager. This person is obliged to inform the factory management to arrange the further course of action. The factory management decides whether legal steps and/or evidence protection measures are taken.

Any potential damage to the environment (soil, water, groundwater, sewer system) must be prevented or minimised by taking appropriate measures.

7.14 Social standards ETI Base Code/ Minimum wage

The service provider warrants to Milchwerke as the client that it will fully comply with the provisions of the Act Regulating a General Minimum Wage at all times and take all measures necessary to ensure compliance. The service provider will indemnify Milchwerke from and against any claims that are threatened to be asserted or are asserted against Milchwerke due to or in connection with breaches of any provisions governing minimum wages by the service provider or a third party commissioned with the performance of work.

The service provider warrants to Milchwerke that it will act and work in compliance with the applicable ETI Base Code (Ethical Trading Initiative – Respect for workers worldwide).

8. Final remarks

In the event of noncompliance with these regulations, we reserve the right to ban the representatives of external companies from the premises with immediate effect.

Created by: sgd. p.p. M. Glawe; p.p. D. Palnau Date: 01/12/2020	Reviewed and approved by: sgd. U. Bedau Date: 01/12/2020	Change (in italics)/ Reason: <i>Various revisions due to new internal guidelines / necessary updates</i>	Replaces the version issued on: 01/10/2016
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