

Regulations for contractees with respect to work under contract

1. Scope

"Regulations for contractees with respect to work under contract" are an integral part of contracts concluded between Miele & Cie. KG and contractees or their subcontractors. These regulations apply to all deliveries and services carried out for Miele.

2 General

a) Important telephone numbers:

Location	Gütersloh 05241/89-	Bielefeld 0521/807-	Euskirchen 02251/818-	Lehrte 05132/59-	Oelde 05245/91-	Warendorf 02581/59-
Accident	2222					
Fire	3333					
Fault Injury	4444	-				

To ensure correct initiation of the rescue chain, always use the Miele internal telephone numbers as above: 2222, 3333, or 4444.

When using an external mobile/smartphone, you must include the area codes for the above locations (e.g. GT: +49 5241 89-)

b) Access to the plant site

- Access to the plant site is only allowed with a permit from Miele or its authorised representative and is always at one's own risk.
- For short visits to the plant, contractees and their employees will receive visitor passes from Plant Security which are to be returned upon leaving the plant. Visitor passes are non-transferable.
- In the case of on-site work lasting more than two days, the coordinator can obtain a numbered pass for contractees, instead of a short-term visitor's pass, which must also be handed in to the coordinator or Plant Security after work has finished. Contractee passes are non-transferable.
- Access to the plant is forbidden without these documents.
- Plant sites are only allowed to be entered if this is necessary to perform work.
- Observation cameras are installed internally and externally at Miele Gütersloh. Warning signs mark the areas with observation cameras.

c) Driving/parking/rail transport

- Vehicle access to the plant site is only permitted for the transportation of material and goods.
- Fitters and workmen may access the plant site if they are in possession of a permit and if permission has been granted by the coordinator at Miele & Cie. KG. It is strictly forbidden for parked vehicles to obstruct fire-fighting and emergency rescue vehicles. Only marked parking facilities may be used.
- The maximum vehicle speed permitted on the plant site is:

Location	Gütersloh	Bielefeld	Euskirchen	Lehrte	Oelde	Warendorf
Speed	30 km/h	10 km/h	30 km/h	20 km/h	30 km/h	30 km/h

Speed must be adjusted according to the traffic situation. The highway code/road traffic regulations must be observed.

- Rail vehicles (as far as they are used on the plant site) have right of way.
- Visitors' car park

Contractee employees must use our free-access employee car parks. Visitor parking facilities are only available to Miele guests and visitors.

- Plant Security instructions must be followed.

d) Inspections

- Plant Security is authorised to carry out inspections of vehicles entering and leaving the plant site. These inspections range from materials, tools, and equipment as well as personal items belonging to contractees and their employees. The act of entering the plant site is construed as tacit agreement to carry out such inspections.
- By accepting work under contract, contractees agree to inspections being carried out by Miele to ensure compliance with these regulations.

e) Work permit/command of language

- Contractees undertake to observe all employment and social welfare regulations. In particular, all employees who do not possess German citizenship in the sense of Article 116 of the Basic Law for the Federal Republic of Germany shall require a valid work and residence permit. Miele & Cie. KG reserves the right to carry out appropriate random inspections.
- Should workers who are not able to speak or understand German be deployed by contractees, said contractees must ensure that these workers clearly understand occupational health and safety regulations and the regulations for contractees.
- In the case of temporary-employment agency work, the contractee commits to complying with the provisions of the German Law on Labour Leasing.

f) Confidentiality obligation

- Contractees undertake to ensure strict maintenance of non-disclosure and the strict confidential treatment of all information, documents, operating experience, and technical know-how as far as such has been provided by Miele or knowledge of such has been obtained elsewhere. Contractees shall also impose this obligation on employees and, if necessary, also on further contacts. Contractees can only be released from this obligation by the express, written permission of Miele.
- Visual and sound recording is strictly forbidden throughout the entire plant site.

g) Liability

- Contractees are liable for any damage caused by non-compliance with the above regulations. Proof of an employer's liability insurance for personal injury, property damage, and pecuniary loss with an insured sum customary for this branch of industry must be furnished by contractees before work commences. Miele & Cie. KG shall not assume any liability for any tools, machines, materials, or other objects which may be lost. Contractees are responsible for their tools, machines, and materials.

h) Social responsibility

- Miele ensures compliance with the SA8000 Social Accountability International standard and expects the same of contractees. The standard covers prohibition of child and forced labour; provision of a healthy and safe working environment; the right to freedom of association; avoidance of discrimination; prohibition of physical punishment, mental or physical force, and verbal abuse; and compliance with working hour regulations and pay regulations.

In the event of non-compliance with or contravention of the SA8000 standard, contractees must institute all necessary corrective measures to improve the situation and fulfil requirements within a suitable time. This grace period depends on the type of corrective measure.

Miele reserves the right to terminate business relations – also without notice if necessary – if contractees are not willing to fulfil the requirements of the SA8000.

- Contractees undertake to pay legal minimum wages, or those according to collective wage bargaining agreements, and social security contributions, and to inform their employees of the currently applicable rates. Relevant social insurance documents for workers must be produced upon request by the Miele coordinator.

i) Working hours

- Time frame (standard)

Location	Gütersloh	Bielefeld	Euskirchen	Lehrte	Oelde	Warendorf
Monday – Friday	06:00 to 22:00	06:00 to 22:00	06:00 to 22:00	06:00 to 18:00	06:30 to 18:00	06:00 to 22:00

- Special application must be made via Miele & Cie. KG's coordinator for work outside normal working hours. Laws governing working hours must be observed.

j) Signatory powers

- Signatures on time records, measurements, and delivery notes are only valid if furnished by Miele's coordinator or his/her deputy.
- Time records do not replace approval documents.

k) Duty to provide information to contractee employees about regulations for contractees

- Contractees shall provide Miele with written confirmation that its workers have been instructed on regulations for contractees. In the case of on-site work lasting for an extended period of time, training is to be repeated at the latest after one year. The contractee must provide its employees with a copy of the regulations for contractees when fulfilling work under contract.

l) Appointment of contractee representative

- Contractees agree to provide the Miele coordinator with the name of their representative before work commences. This representative will be instructed by the Miele coordinator before work commences who will then instruct his/her employees and subcontractors.

m) Use of subcontractors by the contractee

- The regulations for contractees also apply to subcontractors if they are awarded individual subcontracts. Names of subcontractors must be given to the Miele coordinator as early as possible before they are deployed.

n) Intoxicants

- It is strictly forbidden to bring alcohol and/or drugs onto the plant site. It is also forbidden to consume such intoxicants on the site or enter the plant site under the influence of alcohol or medication/drugs.

o) Smoking

- A smoking ban is active in all areas indicated with corresponding signage.
- At the Oelde plant, smoking is strictly forbidden in all buildings. Smoking is only permitted in designated areas.

3. Occupational health and safety

- Contractees are solely responsible for carrying out the necessary safety measures for their own work. They are obliged to satisfy themselves that safety measures are maintained and they undertake to monitor such measures.
- If contractees work together with other contractees or Miele employees in one workplace, they are obliged:
 - to work together to ensure that occupational health and safety is realised in practice,
 - to inform each other of any work-related dangers,
 - to inform their employees of the dangers,
 - to coordinate measures for preventing dangers.
- Contractees must adhere to work procedures, accident prevention regulations, and occupational health and safety regulations, as well as the generally recognised safety-related rules when fulfilling work under contract.
- To avoid any possible risks, Miele & Cie. KG shall appoint employees to coordinate work. Coordination also includes guaranteeing compliance with legislation on accident prevention (BGV A1 § 6). For work to be carried out at Miele & Cie. KG, the coordinator is:
- Ms/Mr , Tel. no
- He/she has the authority to give instructions when coordinating work and ensuring safety regulations are observed. He/she is responsible for implementing Miele rules and regulations. The contractee shall appoint in writing a project manager with excellent spoken and written German to act as a contact person for our coordinator. Pursuant to § 5 (BGV A1), it is important to point out that contractees must observe the requirements laid down in BGV A1 § 2 Sections 1 and 2 which are important for the fulfillment of the contract.
- According to occupational health and safety legislation, Miele and contractees are obliged to assess risks. Therefore before work commences, the representative of the contractee must contact the Miele coordinator and carry out a risk assessment.
- Together, they calculate risks (if necessary also on site) which employees of Miele and contractees may face during the tasks subject to contract. The "Coordination of Safety Precautions" form is to be used for calculating risks and determining steps to be taken.
- The contractee agrees to equip all employees with the necessary suitable personal protective gear and instructions on how to use it. All employees must be able to wear the protective gear and must have been instructed on the use of this equipment.
- The Miele coordinator must be informed and approve of the storage and use of substances (gases, liquids, solids (in particular foils, bitumen, plastic, wood, etc.)). Storage locations must be reported to the person responsible for that area, the caretaker, or Plant Security. Before a hazardous substance is used for the first time, the safety data sheet for the substance must be provided.
- The use of cleaning agents in larger amounts must be agreed on with the Miele coordinator. Only cleaning agents approved by Miele may be used.
- Plant regulations can mean measures being supplemented or tightened.

4. Radiation protection

- In order to protect the employees of contractees and Miele, and the environment, from the damaging effects of ionising radiation and X-rays, the principles and requirements of the German Radiation Protection Ordinance (StrlSchV) and the X-ray Ordinance (RöV) must be observed.
- The Miele coordinator is responsible for reporting all work with sources of radiation to the radiation protection officer before work commences. In cooperation with contractee employees, the radiation protection officer defines the necessary protective measures and ensures that they are observed. All work involving ionising or X-ray sources of radiation is forbidden at the Gütersloh, Bielefeld, and Oelde plants unless the consent of the radiation protection officer has been obtained.

5. Fire and explosion prevention

- A permit is required for welding, soldering, defrosting, cutting, and grinding work. The Miele coordinator is responsible for issuing permits before work commences and coordinating preventative measures with the Miele fire service. The signature of the Miele fire service or the fire protection officer must be obtained. The Miele fire service/fire protection officer decides in each individual case if a fire watch is necessary.
- The Miele coordinator shows Miele the permit. Miele's signature is confirmation that notice of the permit has been taken. The permit is then given to the contractee and must be displayed in a prominent place on site.

- Commencing work without presenting the aforementioned documents is forbidden.
- Furthermore, to avoid false alarms triggered off by fire-extinguishing installations and alarm systems, all work which causes smoke must be reported to the Miele coordinator before work commences. The areas where smoking is strictly prohibited are clearly marked.

6. Exits and evacuation plans

- Notice must be taken of emergency exits and evacuation plans in buildings and, in case of an emergency, all persons must gather at assembly points. Instructions issued by emergency services must be followed.

7. Environmental protection

- The contractee shall commit to economical usage of materials and energy (electricity, gas, water, compressed air, etc.), as well as avoid the release of unnecessary emissions into the environment (e.g. noise, dust, odours, waste, sewage, vibrations).
- All materials, residues, and waste, especially combustible liquids, hazardous and water-polluting substances, e.g. acids, alkalis, poisonous substances, corrosive substances, waste oils, and also soiled cleaning cloths, must be transported, stored and treated on the plant site in strict compliance with legal requirements so that these substances do not and cannot present a risk to persons, equipment and buildings, Miele, and the environment. Waste and residues must be removed from the plant site after work has been completed. Contractees are solely responsible for waste disposal.
- Consequences resulting from contraventions of legal requirements, directives, etc., especially as regards dust, noise, odours, and vibrations, shall be at the expense of contractees. Fines, etc., resulting from such contraventions must be paid by contractees, even if such fines have been imposed on others and not contractees.
- With respect to the use of hazardous substances, see point 3 "Occupational health and safety".

8. Use of IT infrastructure

- Miele's IT infrastructure may only be used to perform tasks laid down in the respective contracts. This applies especially to telecommunication services such as e-mail and Internet access.
- Only officially sourced software may be used. If access to the Miele network is necessary, the use of software must be agreed with Miele.
- It is strictly forbidden to connect non-Miele devices to the internal network. Requests for exceptions must be made to IT Security, via the Miele coordinator, either in writing or via e-mail. A prerequisite for permission may be the installation of protective measures on non-Miele devices which are to be installed and operated according to the requirements of IT Security.
- In the case of emergencies (e.g. production standstill), the Miele coordinator, in conjunction with the local IT security officer if possible, may decide on use if IT Security does not respond within 2 hours.

- It is strictly forbidden to deactivate protective measures such as virus scanners, software updates, encryption programs, etc. installed on Miele devices.
- It is also forbidden to make modifications to data and programs which do not correspond to the tasks laid down in the respective contracts.
- All system access data (passwords) allocated is personal and must be treated with the utmost discretion. Such data must not be stored, passed on to third parties, or made public in any other way.
- It is strictly forbidden to work on Miele systems using another person's access data.
- Compliance with regulations is documented. This applies especially to the use of e-mail and Internet services.
- Requests for external access (RAS) to data, applications, and systems must be made in writing to IT Security via the Miele coordinator.
- Requests for operating non-Miele wireless systems (e.g. WLAN) must be made to IT Security via the Miele coordinator.

9. Construction sites (installation, protection, etc.)

- Before work commences, consultations must be held with the Miele coordinator about setting up and fencing in construction sites (this also applies to workers' accommodation, containers, construction vehicles, etc.). The entire construction site, including material stores, is to be maintained in a clean and orderly state.
- All routes, emergency exits, and fire-extinguishing appliances must be freely accessible at all times. Cables, wires, pipes, etc. must be laid so as not to obstruct and endanger. After work has been completed, the construction site must be left in an orderly state.

10. Excavation work

- Before work commences on excavation sites, contractees must gather information about the presence and location of cables, earth conductors, and pipework. All cables discovered are initially to be considered live and must not be touched until the Miele coordinator has approved such action.

11. Tools

- If tools or other appliances are loaned from Miele, they must be returned immediately after use, at the latest after work has been completed, otherwise a charge will be levied. Use of such equipment is at the user's own risk. Immediately after receiving the tools, contractees must check to ensure that these are in full working order, and also return them in an orderly state. The borrower will be charged for any repairs that need to be made to tools after he/she has used them.
- When working with portable tools, an ELCB must be used for protection.

12. Scaffolding

- DIN 4420 (German occupational health and safety regulations) is to be applied for the safe installation, alteration, dismantling, and use of scaffolding. Contractees responsible for scaffolding work must ensure compliance with the aforementioned regulations and retain approval documents.

13. Use of height-adjustable work platforms and forklifts; services provided by Miele

- Height-adjustable work platforms and forklifts belonging to contractees must comply with relevant accident prevention legislation and may only be operated by trained employees who have received extensive instructions on the use of this equipment and the risks involved. Employees operating forklifts must be able to produce a valid permit. The Miele coordinator shall assign suitable locations for the recharging of electrically-operated height-adjustable work platforms and forklifts.
- The Miele coordinator shall carry out instruction of operatives in the work area.

- A forklift permit can be acquired in a Miele internal seminar lasting several days and ending with a test. Contractees are charged for the basic course and all following annual refresher instruction courses (only at the Gütersloh plant).
- Other services rendered by Miele within the scope of contracts, such as occupational-medical health or screening tests, are also charged to the contractee.

14. Non-compliance with regulations for contractees

- Should contractees or their employees be in breach of these regulations, Miele is entitled to expel employee(s) from the plant site. In case of recurrence, Miele is entitled to cancel orders at the expense of contractees.
- Contractees are liable without restriction for any consequences as a result of non-compliance with the relevant safety measures including mistakes made by their employees or third parties commissioned by them.

By accepting work under contract, the contractee agrees to these regulations.

M I E L E & C I E. KG

Executive Board