Contractor and Visitor Management Requirements

Purpose
This document defines the minimum required control measures for eliminating or controlling the environmental and safety hazards and risks associated with contractors and visitors.

Scope
Applicable to all Coca-Cola system locations (manufacturing, distribution, offices, laboratories and all other locations) worldwide

Definitions
See Appendix.

Requirements

1. Compliance
Implement management practices and controls in accordance with the stricter of Company requirements or applicable legal requirements\(^1\) related to management of contractors and visitors.

- Establish and maintain processes to identify access and periodically verify compliance with current versions of these applicable legal requirements. These processes may be specific to management of contractors and visitors or part of a more comprehensive compliance process.

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\(^1\) “Applicable legal requirements” means any law, regulation, rule, requirement, standard, norm, decree or code applicable to the relevant facility and/or operation enacted, promulgated or issued by any governmental or regulatory agency or body at the National, Federal, State, Provincial, Municipal or other local level. It may also include relevant and applicable international or regional laws, regulations, rules and agreements, such as, but not limited to United Nations Guidelines and/or European Union (EU) Directives or Regulations, whether adopted into locally applicable law or directly applicable without the need for local adoption.
2. Hazard Identification and Risk Assessment

Conduct risk assessments as necessary to identify the environmental, safety and health risks related to the presence of, and work performed by, contractors and visitors, and to identify the controls required to manage these risks. Risk assessments must identify the occurrence of and controls for ‘Dangerous Work,’ as defined in the Appendix, as well as other risks, hazards and controls.

Conduct and document an initial assessment of the workplace to identify risks and controls associated with the site’s typical, routine exposure to contractors and visitors.

The assessment:

- May be either a stand-alone document or included as part of a more comprehensive risk assessment;
- Must be updated whenever the site’s typical, routine exposure to contractors and visitors changes in a way that presents new risks or requires new or modified controls; and
- Must be reviewed at least annually to verify that it is current.

Conduct a ‘pre-work’ risk assessment prior to initiating new or non-routine contractor work, or interactions with visitors, and implement the controls indicated.

Prior to ‘Dangerous Work,’ conduct and document a pre-work review for the specific task and use work permits to verify implementation of controls identified. As a minimum, the pre-work review shall cover:

- Scope of work to be performed
- Roles and responsibilities
- Applicable site EOSH and quality/hygiene requirements
- Emergency procedures and notifications
- Requirements and processes for work permits
- Potential exposures to hazardous substances and conditions in the work area
- Controls required to minimize risks

3. Contractor Qualifications

Establish a process to ensure that contractors and sub-contractors have the qualifications and capabilities to perform the work expected while adhering to Company, site and local regulatory requirements.
4. **Contracts**

To govern work performed by contractors, use written contracts that include the provisions below. Purchase orders addressing these elements can be considered 'contracts.'

- Define the contractor’s responsibilities with respect to the environment and occupational safety & health aspects of the facility and the task for which they are being contracted.
- Define the scope of work and conditions for site work.
- Require the contractor to comply with applicable Company, site and legal requirements in the performance of their services.
- Establish penalty clauses to address contractors’ failure to comply with these requirements.
- Preserve the Company’s rights to stop the job or remove any contractor, contractor employee or subcontractor from plant property for violations of any plant rules, regulations or laws.

5. **Security and Access Controls**

Establish procedures to manage the access of contractors and visitors to the facility, work areas and other site areas so as to minimize their exposure and protect the facility.

6. **Hazard Communication and Expectation Setting**

Prior to, or upon their entry to the site, contractors and visitors must be informed of expected environmental, safety and health hazards and applicable site rules, as appropriate to their expected exposure. Contractors (and visitors to the extent applicable) must notify the site of hazards associated with materials or procedures used in the contractor’s or visitor’s work. For contractors performing work exclusively for the company, but working off-site, provide the information referenced above prior to their start of work.

- Contractors and visitors working with or exposed to hazardous materials must:
  - Be informed of the properties, hazards and control measures for these materials, site hazard labeling requirements, and the location of Material Safety Data Sheets (MSDS); and
  - Provide the MSDS or equivalent information to facility personnel for evaluation and approval prior to bringing hazardous materials on site.
- Contractors and visitors working with equipment, exposed to physical hazards or performing ‘Dangerous Work’ must:
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- Be informed of the potential hazards and the site requirements for operation of the equipment, controlling hazards and performing the 'Dangerous Work;' and
- Follow the site’s procedures or, if approved by the site, their own procedures that are confirmed to provide equivalent protection.
  - If their own procedures are followed, then they must be coordinated during the pre-work assessment to ensure effective communication and safe operations.
- Document the provision of this information and the acknowledgment of receipt by the contractors, their subcontractors and visitors, and retain for at least 12 months.

7. Contractor Environmental Controls

Contractors are responsible for implementing environmental controls to minimize the environmental impact of their work.

This includes:

- Management and disposal of all waste generated by their activities, unless otherwise agreed by facility management;
- Prevention of environmental contamination due to their work activities, including the discharge of hazardous materials into process, sanitary or storm water drains; and.
- Provision of spill control equipment, appropriate to the work conducted, and personnel trained to use it effectively in an emergency.

8. Tools and Equipment

Contractors are responsible for ensuring that the personal protective equipment, tools, supplies and equipment used by their personnel while on site are suitable and safe for their intended purpose, and are inspected and maintained accordingly.

9. Incident Reporting and Management

Contractors and visitors are responsible for reporting all safety and environmental incidents in which they are involved while on site property or while performing work for the Company; assisting with incident follow-up; and providing information as required by the site to track contractor/visitor safety and environmental performance.

- Incidents must be reported to site personnel as soon as possible after the incident.
• If the event requires notification of regulatory authorities (or the contractor or visitor chooses to notify regulatory authorities), the contractor or visitor is responsible for such notification.
  o Inform site personnel prior to such notification and provide them with copies of all written documentation presented as part of the notification.
  o Do not use Company reporting forms for such notification.
• Contractors shall be responsible for clean-up of spills or releases caused by their activities, including removal or remediation of any materials impacted by such spill,
• Ensure that incidents are investigated to determine root cause and appropriate corrective actions to prevent recurrence. Keep documentation of these incidents for at least 12 months.

10. Contractor Performance Evaluation
Perform and document an evaluation of each contract company’s compliance with the environment and occupational safety & health requirements of their contract.
• This evaluation must be conducted at the completion of work, or annually for long-term contractors.
References

Contractor and Visitor Management Guidelines ES-RF-110
Global Asset Protection Facility Security Requirements
Compressed Gas Management Requirements ES-RQ-100
Confined Space Entry Requirements ES-RQ-105
Electrical Safety Requirements ES-RQ-120
Fall Protection Requirements ES-RQ-135
Hazardous Energy Control Requirements ES-RQ-160
Hot Work Requirements ES-RQ-170
Personal Protective Equipment Requirements ES-RQ-205

Revision History

<table>
<thead>
<tr>
<th>Revision Date</th>
<th>Summary of Change</th>
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<tbody>
<tr>
<td>1-Jan-2010</td>
<td>Revised document released as part of the TCCMS Redesign - Governance Reset. This document contains content from the previous version with reformatting and significant rewording.</td>
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<tr>
<td>5-Dec-2007</td>
<td>Omitted reference to “Company” counsel in the Contracts section</td>
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<tr>
<td>22-June-2007</td>
<td>Added additional references to visitors for clarity.</td>
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<tr>
<td>25-Apr-2007</td>
<td>Included visitors in scope and added reference to GAP security requirements</td>
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<tr>
<td>03-Nov-2006</td>
<td>Clarified scope, minor word changes</td>
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</tbody>
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Appendix

Definitions

**Contractor:** An independent contractor is a person, business or corporation that provides goods or services to another entity (in this case to the Coca-Cola system) under terms specified in a contract. The term “Third Party” is also used for contractors. For the purposes of this document, includes contractors performing work while on Company premises and those contractors performing work off of Company premises whose work is exclusively for the Company.

**Dangerous Work:** Work or situations in which the safety hazards present potentially life threatening risks if not adequately controlled. For the purpose of this document, ‘Dangerous Work’ includes the following:

- Work in confined spaces
- Work at height
- Core drilling, surface penetration and excavation
- All hot work
- Work on energized systems and equipment;
- Work on pressurized systems and vessels
- Other ‘Dangerous Work’ as identified by the ‘pre work’ risk assessment

**Visitor:** Any person other than an employee or contractor who enters the site premises.