**Supplier Compliance**

**Form**

**Instructions for Completion**

The form should be completed clearly and accurately ensuring that all questions are answered.

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| **Section 1: Company Details and General Information:** |
| Name of Company :  Company Address :  Postal Code : City : Country :  P.O. Box and Mailing Address : |
| Tel : Fax : Email :  WWW Address : |
| Contact Name and Title :  Email : |
| Type of Company (Mark one only) :  🞎 Corporate/ Limited: (SARL or SAL) 🞎 Partnership :  🞎 Other (specify) : |
| Nature of Business:  🞎 Manufacturer 🞎 Authorized Agent 🞎 Trader 🞎 Consulting Company  🞎 Other (specify) : |

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| **Section 2: Human Rights** |
| At Alfa, we respect our employees by promoting integrity, transparency and fair operating practices in accordance with the applicable laws and regulations.  We are committed to protect the dignity of our employees and build their capacities by adhering to human rights principles and practices and ensuring an open-door policy. |
| Does your company abide by the applicable laws and highest standards in respect to the human well-being and employees’ rights and developments?  🞎 Yes 🞎 No |
| Does your company have in place a widespread human rights regulations enabling balanced assessment and consistent monitoring and auditing practices in relation to violations affecting the human rights aspects/principles?  🞎 Yes 🞎 No |

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| **Section 3: Child Labor** |
| At Alfa, we act in accordance with the International Labor Organization (ILO) principles, regarding child rights. We comply by the Lebanese laws protecting children from the worst forms of child labor.  We also abide by the UN Human rights declaration prohibiting any form of child labor with regard to the four general principles adopted by the United Nations Committee: non-discrimination; best interests of the child; survival and development; and participation. |
| Does your company abide by the abovementioned principles and fully adopt Lebanon minimum age convention for admission in employment and encourage the enrolment of children in formal education?  🞎 Yes 🞎 No |
| Does your company put in place stringent work policies to protect young employees from any form of harm which might affect their physical, mental and social condition?  🞎 Yes 🞎 No |

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| **Section 4: Health and Safety** |
| Alfa is committed to providing a healthy environment for its employees, suppliers, subcontractors and visitors by constantly identifying office and fieldwork hazards and risks, and working on their treatments.  Alfa is in compliance with ISO45001:2018 Occupational Health and Safety Management System, consequently Alfa needs to ensure that Alfa suppliers and subcontractors operate within Alfa sites and premises in alignment with the standard’s requirements. |
| Is your company certified for any international health and safety standard, such as ISO45001:2018 or OHSAS?  🞎 Yes 🞎 No  If yes, please specify the standard and the certification date: |
| Does your company have in place Health and Safety policies and regulations aiming at identifying the hazards and the ways of controlling them?  🞎 Yes 🞎 No    If yes, please specify and share them with us: |
| Appendix 1 reflects a set of safety recommendations for each type of work your company might be carrying on Alfa’s sites or premises, are you willing to comply?  🞎 Yes 🞎 No |
| Is your company willing to report to Alfa (the technical owner) any safety incident that occurs on Alfa’s sites?  🞎 Yes 🞎 No |
| **Section 5: Road and Traffic Safety** |
| Alfa is committed to ensure the safety of road users in Lebanon, save lives, reduce losses related to Road Safety by respecting the Lebanese traffic laws, applying international standards and promoting the culture within Alfa’s community.  Alfa is in compliance with ISO39001:2012 Road and Traffic Safety Management System, consequently Alfa needs to ensure that Alfa suppliers and subcontractors operate within Alfa sites and premises in alignment with the standard’s requirements. |
| Is your company certified for any international Road and Traffic safety standard?  🞎 Yes 🞎 No  If yes, please specify the standard and the certification date: |
| Does your company have in place Road and Traffic safety policies and regulations aiming at identifying Road and Traffic safety risks and related controls?  🞎 Yes 🞎 No  If yes, please specify and share them with us: |
| The Lebanese driving law as well as Alfa road traffic Safety policy are published on Alfa web site, are you willing to comply with it for your safety and the safety of others?  🞎 Yes 🞎 No |

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| **Section 6: Environment** | |
| Alfa is committed to the introduction and implementation of an effective Environmental Management System (EMS) by constantly observing and identifying environmental aspects along with their impacts in order to come up with appropriate treatments to protect the environment and reduce pollution.  Alfa is in compliance with ISO14001:2015 Environmental Management System, and abides by the ISO 26000 - Social Responsibility guidelines and the international quality standards | |
| Is your company certified for ISO14001:2015?  🞎 Yes 🞎 No  If yes, please specify the certification date: | |
| Does your company put at top of its commitments the protection of the environment by avoiding damaging activities, by applying sustainable practices, and by having rules to act proactively to prevent hazardous impacts and to protect the environment?  🞎 Yes 🞎 No  If yes, please specify and share them with us: | |
| **Section 7: Ethics** |
| At Alfa, we serve our community by acting as ethical role models to create a sustainable culture which promotes diversity, integrity, transparency through our commitments and behaviors.  We seek to work with business partners who comply with the applicable laws and promote our code of conduct, without any violation of the Lebanese legal laws and / or any engagement in anti-corruption practices.  We maintain the highest standards of integrity in all our business relationships by conducting ethical dealings and applying the best practices with our business partners.  We have in place a gift declaration process to which Alfa employees adhere, aiming at promoting transparency and a culture of openness. |
| Is your company willing to comply with the applicable laws and promote our code of conduct, without any violation of the Lebanese legal laws and / or any engagement in anti-corruption practices?  🞎 Yes 🞎 No |
| Does your company conduct its business operations by maintaining the highest ethical standards?  🞎 Yes 🞎 No |
| Does your company have in place a well-articulated code of conduct by which you abide and operate?  🞎 Yes 🞎 No |
| Does your company show respect for cultural diversity in all communication, interactions and affairs by communicating positively with respect to similarities and differences?  🞎 Yes 🞎 No |
| Is your company willing to deal with our corporation with respect to our company’s hierarchical structure and by demonstrating the utmost professional behaviors while interacting, communicating and doing business for our organization?  🞎 Yes 🞎 No |
| Is your company willing to remain vigilant to our internal regulations with respect to our code of conduct and to comply with our directives by averting actions and arrangements which might lead to probable disagreement?  🞎 Yes 🞎 No |

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| **Section 8: Conflict of Interest** |
| At Alfa, we are committed to remain mindful to any affiliations of any kind with direct or indirect competitors, and we expect our employees not to take advantage of any potential opportunity which they may be exposed to, during their work schedule or their position, if this opportunity stems from their relationship with business partners and specifically if this opportunity challenges our company’s sustainable growth.  Our employees are prohibited from using any company property or information or service for their own benefit or for any external party profit.  We respect our clients’ privacy and data security, we do not tolerate any breach of information vis-à-vis our clients and we are committed to behave in a responsible manner to ensure our clients safety and business protection.  We give attentive consideration to working with relatives and remain vigilant to any intimate relationship, between our employees and our business partners, which might have influence on our business decisions and / or affect business judgment. |
| Is your company willing to consult our organization in case of any probable state of affairs with a direct or indirect competitor to our corporation?  🞎 Yes 🞎 No |
| Is your company willing to protect and secure our information and documents by way of safeguarding your own records?  🞎 Yes 🞎 No  Any violation of the above mentioned conducts is to be considered as extortion, bribery and embezzlement, and is subject to disciplinary acts toward our employees and contract termination for our business partners, in addition to being subject to legal action before competent Lebanese courts. |

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| **Section 9: Social Responsibility** |
| At Alfa, we are committed to being Socially Responsible, by contributing to the community in which we live and grow and by integrating sustainable improvements with everyday business practices. |
| Is your company willing to act in accordance with our engagements towards society, by conducting responsible business while taking into consideration the triple bottom line: People, Planet and Profit?  🞎 Yes 🞎 No |
| Is your company willing to remain vigilant to the activities operated by their sub-partners and accounts to be in alignment with the applicable law and the fundamental Human Rights declaration?  🞎 Yes 🞎 No |

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| **Section 10: Compensation and Working Hours** |
| At Alfa, we comply with the Lebanese laws and our internal regulations, in relation to compensation, working hours, overtimes, leaves periods, wages and benefits.  We have in place a clear and broad guidelines enabling our employees to be mindful and to act in accordance with the applicable rules.  Moreover, we seek to have business with partners who guarantee transparent business relationships with employees in accordance with legal laws and regulations. |
| Does your company have an established working relationship with its employees with regard to the labor laws, and to ensure that the rights and obligations of the workers are well respected and acted upon?  🞎 Yes 🞎 No |

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| **Section 11: Legal and Regulatory Compliance** |
| At Alfa, we practice our business operations with respect to our business process and risk management assessment.  Moreover, our business partners must have in place audit and control process and shall share regularly their findings with our corporation in order to maintain transparent partnerships and ensure sustainable development. |
| Is your company willing to abide by the applicable laws, and have in place reporting and monitoring systems aiming at securing our company’s business differentiation and offering us strategic differentiation?  🞎 Yes 🞎 No |
| Is your company willing to comply with all local laws, including without limitations their financial activities, trade operations, product packaging, licensing, retailing and any relevant occupation?  🞎 Yes 🞎 No |

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| **Section 12: Discrimination and Employee Rights** |
| At Alfa, we respect our employees’ rights and freedom of opinion, expression and belief. We denounce any kind of suppression and oppression which might affect our employees’ choices and diversity.  Moreover, our business partners shall seek to prevent any form of discrimination based on gender, religion, race, physical disability or nationality. |
| Is your company willing to acknowledge their employees’ privileges and to perform in accordance with the fundamental human rights?  🞎 Yes 🞎 No |
| Does your company seek to prevent any discrimination practices in employment, promotion, remuneration, employment opportunities and shall forbid any kind of inequality and injustice?  🞎 Yes 🞎 No |

**Authorized Representative Signature:**

**Date:**

# Appendix 1

# On-Site Safety Requirements

The below on-site safety requirements should be followed by any personnel carrying fieldwork activities:

* Equipment should be installed in restricted locations with limited access to authorized persons.
* The hardware installation should be compliant to the equipment’s manual and installation components as provided by the supplier.
* Before intervening on sites (Base stations, Switches, Data centers, Warehouses), interveners should identify all potential hazards to reduce the likelihood of accidents and raise them to the line manager for risk assessment.
* Items of jewelery such as rings, watches and necklaces should be removed as they can catch on moving parts, or when lifting equipment.
* Hazard symbols should never be removed nor covered as this can endanger persons working with the product.
* Whenever a site intervention requires access to an unsafe geographical zone that may risk personnel’s life and safety, the intervener should coordinate with the security responsible prior to his intervention.
* Personnel should abide by the operated equipment’s instructions manual and included safety symbols and admonitions that indicates products-related risks.
* Only safety step stools or ladder should be used for climbing. Swivel chairs should not be used to stand or step on.
* No smoking, eating or drinking should be allowed on sites.

# Hazards and *Corresponding Measures for Different Types of Work*

## Data Centers/Switches Hazards

The below safety requirements should be followed by any personnel operating in data centers/switches, to avoid personal injury and damage to tangible property:

* Wires installer should keep the wires protected, and as much as possible out of foot paths or accidental contact with human body.
* Wires that must stretch across the floor should be covered by special rubber mats.
* Electrical outlets should not be overloaded. At the end of each site intervention, all equipment that are not necessary to remain operational, should be cut off power and related plug removed from electrical socket to prevent possible electrical overvoltage.
* Considering data centers/switches low temperature, personnel entering these locations should be properly dressed to prevent any related illness due to sudden change in body temperature.
* For maintenance, special gloves and material should be used in line with the general international practices for handing related equipment (refer to related equipment manual)
* Data centers/switches entrance should be closed well after going in or out.
* Static wrap connected to the ground should be always worn when working in an environment having electrostatic discharge (ESD) as per the equipment manufacturer recommendation.

[](edw://alex/?ac=image&fn=12446-2886Uen.D-01_0250a.eps.pdf)

* Pest control should be regularly executed to prevent equipment and cables deterioration (4 times per year).

## Working at Height Hazards

The below safety requirements should be followed by personnel working at Height when climbing towers, mast or roofs:

* Always set a proper climbing plan that involves coordination and planning with numerous parties to ensure that everyone is informed and that the work can be conducted with minimal service interruptions and reduced RF transmission levels before climbing the tower.
* When working at heights (e.g. on a mast, tower or roof), make sure no one is allowed to be located below the area where the work is performed.
* No one is allowed to intervene on site alone; each operation on site should involve at least 2 personnel at a time.
* Climbers should be fully suited with helmet, safety glasses, gloves, jackets, pants, and boots, as well as outfitted with safety harness, lifeline, carabiners, lanylards, rope grabs and tool belts.
* Icy towers should not be operated under any circumstance.
* Personnel working at height should be properly dressed during cold weather.
* Towers’ climbers should not operate at a wind speed greater than 23 mph which is equivalent to 37 Km/p.
* For each specific equipment, the “equipment guidebook” or “instructions for use” manual should be respected by all personnel operating the equipment.
* Personnel in charge of climbing towers have received appropriate full training on climbing techniques, material and safety equipment/apparel use, and handling rescue situations.
* Climbing team is equipped with the needed apparels.
* Climbing trainings should be provided to newly hired personnel in positions requiring climbing on towers.
* Periodical sessions are be provided to the overall team on the latest techniques and climbing safety measures.

## Hazard From Hoisting Equipment

Prior to hoisting designated device, technical team should ensure the following points are all compliant:

* Always check that all parts of the hoisting device are intact.
* Make sure that all hoisting devices are properly stabilized and attached to fixed objects, such as walls or buildings, before hoisting.
* Always hoist the equipment in the specified hoisting points.
* Never walk under hoisted loads.

## Electric Shock Hazards

This section should apply to products marked with the electric shock hazard symbol.

Hazard is identified at voltage equal to or above 42.4 V peak or 60 V DC.

The following precautions should be observed when working with electrical equipment:

* The AC mains should be switched off.
* Equipment exposed to moisture should be protected with a tent or other equipment.
* Operating personnel should be familiar with and understand the warning signs on equipment.
* Only tested and insulated electrical tools should be used.
* Holes should be never drilled in equipment, or walls, without ensuring that there are no concealed cables.
* Power cables should be installed according to instructions and labelled.

## Energy Hazards

Energy hazard is identified at a stored energy level of 20 J or an available continuous power level of 240 VA. This covers Batteries, Capacitors and uninterruptible power systems.

The following precautions should be observed when working with batteries and other units that may present an energy hazard:

* All metallic objects worn, such as wrist watches, rings, bracelets, and so on should be removed.
* The charger power supply should be disconnected until the work is complete.
* Only tested and Insulated tools should only be used.

## Fire and CO2 Hazards

In order to prevent choking from CO2 emissions or triggering the FM200 system, fire suppression system should be shut down by the intervener accessing a site (Base Station, Datacenter, Switch or warehouse), in case handwork implicating smoke and fire is associated.

## Hot Surfaces Hazards

This section describes how to avoid injury from hot surfaces or hot air in equipment.

Depending on the instruction (Caution) labelled on the equipment, some equipment attain high temperatures during normal operation, which can cause burns to the skin if touched without heat protective clothing. Heat protective clothing should be always used when working with equipment containing hot surfaces, or the equipment should be switched off and allowed to cool before starting work.

Same apply to equipment with heater (producing hot air), direct contact with hot air may lead to burns. Therefore, Close contact with the heater air evacuation vent while in operation should be avoided.

## Heat Hazards

Operations involving heat exposure in outdoor workplaces outside Alfa premises have a high potential for causing heat-related illness. Workers (e.g. site technicians, drivers, personnel performing outdoor work …) excessively exposed to heat (i.e. hot weather and direct sun) can be subject to a range of heat-related illnesses, from heat rash and heat cramps to heat exhaustion and heat stroke. Heat stroke can result in death and requires immediate medical attention. The following measures should be taken to prevent heat-related illnesses:

* Incorporate work/rest cycles
* Drink water often
* Gradually build up a level of tolerance to working in the heat (In a gradual way, increase workloads and allow more frequent breaks)

Personnel should watch out for each other for symptoms of heat-related illness and administer appropriate first aid to anyone who is developing a heat-related illness. The chart below shows symptoms and first aid measures to take in case of showing signs of a heat-related illness.

| **Illness** | **Symptoms** | **First Aid** |
| --- | --- | --- |
| **Heat stroke** | * Confusion * Fainting * Seizures * Excessive sweating or red, hot, dry skin * Very high body temperature | * Call 140   While waiting for help:   * Place worker in shady, cool area * Loosen clothing, remove outer clothing * Fan air on worker; cold packs in armpits * Wet worker with cool water; apply ice packs, cool compresses, or ice if available * Provide fluids (preferably water) as soon as possible * Stay with worker until help arrives |
| **Heat exhaustion** | * Cool, moist skin * Heavy sweating * Headache * Nausea or vomiting * Dizziness * Light headedness * Weakness * Thirst * Irritability * Fast heart beat | * Have worker sit or lie down in a cool, shady area * Give worker plenty of water or other cool beverages to drink * Cool worker with cold compresses/ice packs * Take to clinic or emergency room for medical evaluation or treatment if signs or symptoms worsen or do not improve within 60 minutes. * Do not return to work that day |
| **Heat cramps** | * Muscle spasms * Pain * Usually in abdomen, arms, or legs | * Have worker rest in shady, cool area * Worker should drink water or other cool beverages * Wait a few hours before allowing worker to return to strenuous work * Have worker seek medical attention if cramps don't go away |
| **Heat rash** | * Clusters of red bumps on skin * Often appears on neck, upper chest, folds of skin | * Try to work in a cooler, less humid environment when possible * Keep the affected area dry |

## Mechanical Hazards

Protective gloves should be worn when handling equipment with sharp edges to avoid cuts.

Rotating fan blades can cause injury to body parts that come into contact with the blades. Blades in fan units continue to rotate for a period of time, even after the fan has been switched off. Personnel should wait until fans have stopped rotating completely before starting work on or near fans.

## Radio Frequency Exposure Hazards

Working on towers involves, except climbing, exposure to unseen radio frequency (RF) radiations that are in general designed to transmit and receive RF signals via antennas at various levels of the tower. Thus, working on a tower means installers will always be close to an antenna, with potential exposure to RF Radiation.

Any personnel operating on communication towers should stick to the following safety measures in order to prevent any potential unfortunate incident:

* While on site, no physical change on the radio/transmitter should be performed without turning it off (usually performed during night interventions maintenance window). In case a neighbouring link is not turned off, the intervener should stand behind the antenna in order to avoid unsafe radiation and causing outage. To note that once on tower and working on an antenna, the intervener should be prohibited to shut down the rest of the links since they are carrying traffic.
* All personnel working with the installation and maintenance of transmitting equipment and antennas should have basic knowledge regarding RF safety. They should have been informed or trained to be observant of potential risks of RF exposure exceeding specified safety limits, and be aware of precautionary measures necessary for differing situations.
* Broken or disconnected RF cables can lead to exposure levels reaching, or exceeding, specified safety limits. On site personnel should turn off the equipment before repairing or reconnecting cables.
* Working outside of the main transmission direction of ordinarily configured antennas is in most situations possible, since the RF exposure does not normally reach specified safety limits in these directions.

## Laser Hazards

Equipment that transmits laser light can cause permanent eye damage. Personnel working with laser equipment should switch off the laser before starting work on laser equipment such as optical fiber and point to point laser links.

Products containing a Class 1 laser, according to “IEC/EN 60825”, are safe to use and therefore have no requirements for cautions or warnings during operation or maintenance procedures.

Class 2 laser are safe because of the blink reflex, as long as no optical instruments are used.

The following precautions should be observed when working with products containing a Class 3 or higher laser hazard symbol:

* Never look into the light emitting end of a functioning optical fiber.
* Use appropriate eye glasses as PPE
* Switch off units producing the laser signal before disconnecting an optical fiber.

## Chemical Hazards

This section describes how to avoid injury resulting from chemical hazards such as lead-acid batteries and cleaning detergents. Accordingly, all personnel should abide by the below requirements:

* The intervener should use personal protection equipment (e.g. gloves, face mask) where necessary.
* Surplus chemicals and hazardous waste should be dealt with in accordance with the information in the material safety data sheet.
* Workplaces should be cleaned regularly. There should not be chemical spills on the floor.
* Chemical traces should be immediately washed from the skin.
* Food products should not be stored or eaten in premises where chemicals are handled.
* When working with lead-acid batteries, eye wash facilities, and protective gloves or aprons should be available.
* Open-cell lead acid batteries can give off gases that in the event of a fire can cause an explosion that is likely to be fatal. All battery areas should be adequately ventilated and protected from fire.
* In case chemicals touched accidentally any part of the human body, it should be washed and concerned employee should report immediately the case to medical services and ADM to ensure appropriate measures are taken.

## Handling Heavy Goods Hazards

This section describes how to avoid injury resulting from handling heavy goods hazards. Accordingly, all personnel should abide by the below requirements:

* Always wear a helmet and avoid standing in the danger area. Falling objects can cause serious injury or even be fatal.
* Do not create an angle exceeding 90° between lifting straps as this increases the strain on them and can cause them to snap. Overloading, or other wrong use of lifting devices, can cause serious injury to anyone hit by falling equipment.
* Lift the equipment with the aid of a lifting device to prevent injury.
* Secure products with a high centre of gravity as soon as possible to avoid accidents. Unsecured equipment can tip over if not secured properly, causing injury to personnel.

## Working with Cement Hazard

When working with cement, personnel should wear waterproof gloves, long-sleeved shirts and pants, and rubber boots high enough that concrete cannot get into them. Workers should also wear eye protection because of the risk of blowing dust and spattering concrete.

## Arc Welding Hazard

### Electric Shock

To avoid secondary voltage shock, welding operators should wear dry gloves in good condition, never touch the electrode or metal parts of the electrode holder with skin or wet clothing, and insulate themselves from the work and ground, keeping dry insulation between their body and the metal being welded or ground (such as a metal floor or wet surface).

Welding operators should also inspect the electrode holder for damage before beginning to weld and keep the welding cable and electrode holder insulation in good condition. Damaged insulation should be well repaired or replaced before use.  
   
An even more serious shock, primary voltage shock, may occur when a welder touches electrically “hot” parts inside the welder case or the electric distribution system to which the welder is connected. Only qualified repair technicians should attempt to service or repair welding equipment.

### Fumes and Gases

Welding fume contains potentially harmful complex metal oxide compounds from consumables, base metal and the base-metal coatings, so all personnel should keep their head out of the fumes and use enough ventilation.

Welding areas should have adequate ventilation and local exhaust to keep fumes and gases from the breathing zone and the general area.

Welding operators should also wear an approved respirator unless exposure assessments are below applicable exposure limits.

If the air in the breathing zone is not clear, or if breathing is uncomfortable, the welding operator should check/repair the ventilation equipment... A doctor should be consulted if symptoms from overexposure persist.

### Fire and Explosions

To prevent fires, before beginning to weld, on site personnel should inspect the work area for any flammable materials and remove them from the area. Flammable materials are comprised of three categories: liquid, such as gasoline, oil and paint; solid, such as wood, cardboard and paper; gas, including acetylene, propane and hydrogen.  
  
The location the fire alarms and extinguishers should be well known in addition to the nearest fire exit.

If welding within 35 feet of flammable materials, on site personnel should have a fire watcher nearby to keep track of sparks, and remain in the work area for at least 30 minutes after finishing welding to be sure there are no smoldering fires. A fire resistant material, such as a piece of sheet metal or fire resistant blanket should be put over any flammable materials within the work area, if these materials cannot be removed.

In an elevated location, welders should make sure that no flammable materials are beneath them, and watch out for other workers below them.

### Injuries from Inappropriate PPE

Personal protective equipment (PPE) helps keep welding operators free from injury, such as burns – the most common welding injury – and exposure to arc rays. The right PPE allows for freedom of movement while still providing adequate protection from welding hazards. Leather and flame-resistant treated cotton clothing are the most suitable clothing material in welding environments because of their durability and fire resistance.

On site personnel should avoid rolling up sleeves or pant cuffs, as sparks or hot metal will deposit in the folds and may burn through the material. Pants should be kept over the top of work boots. Even when wearing a helmet, welders should always wear safety glasses with side shields or goggles to prevent sparks or other debris from hitting the eyes. Leather boots with 6-to-8-inch ankle coverage are the best foot protection;

Heavy, flame-resistant gloves should always be worn to protect from burns, cuts and scratches. As long as they are dry, they also should provide some protection from electric shock.

Helmets with side shields are essential for protecting eyes and skin from exposure to arc rays.