13.1. GREEN ONE UN HOUSE
(GOUNH)

ENVIRONMENTAL PROCEDURE

CONTRACTOR MANAGEMENT

1. PURPOSE AND SCOPE

This procedure is to encourage the contractors and suppliers who provide services and/or products to or work in the GOUNH's in better awareness and protection of the environment.

2. REFERENCED DOCUMENTS

EP-02: Environmental Aspects and Impacts

3. DEFINITIONS

Contractor: Individuals or businesses providing goods or services to GOUNH Common Services in accordance with the terms specified in the contract. Unlike employees, the contractors do not work regularly for GOUNH Common Services, also known as independent contractors.

4. PROCEDURE CONTENT

a. Products and services

Environmental aspect of all external provided products and services shall be identified and their environmental impacts shall be evaluated in accordance with the procedure EP-02: Environmental Aspects and Impacts.

b. External providers

All external providers shall be evaluated before selection and during the process of providing products and services to the GOUNH. Besides evaluating the providers' environmental impacts according to the form EF-12-01, the following criteria will be used for evaluation:

- External providers may be evaluated of the quality, quantity, types, price, and non-environmental criteria first according to UNDP procurement user guide and financial procedures.
- The providers who get the equal evaluation shall be evaluated of environmental management system:

No.	Items	Score
1.	No	0
2.	Registering for Certification	05
3.	Successfully certified	10

- The providers who get the highest score shall be chosen. In case that the providers have the same score, the delegated officer with procurement authority shall decide.
- During the process of providing products and services to the GOUNH, External providers have to follow GOUNH's Environmental policy and Procedures and legal requirements. All waste from

those processes including the used/defected parts should be brought out of GOUNH and treated/reused by the External providers when GOUNH is not able to handle those waste.

c. Information Exchange

- All contractors providing products or services that have significant environmental impact to the EMS of GOUNH shall be informed about environmental policies and environmental requirements of GOUNH before their provision of products and services.
- These contractors, suppliers to commit to comply with the policies of the Common Service via written commitment EF-16-02.

d. Review of compliance

- In the course of contractors, suppliers operating within GOUNH, the staff and the relevant parts of GOUNH are responsible for monitoring that contractors are compliance with the GOUNH's environment policies and regulations.
- Once every 06 months' period, the level of compliance of contractors and suppliers should be evaluated and recorded in the form EF-16-03.

e. Handling and complaints

- In case there is a violation having a big impact on the environment in GOUNH, the relevant staff should to remind the contractors for correcting the violation. In serious case or fix write nonconformity form should be written.
- If the case of contractors, supplier's recurrent violations of policies and regulations on environment GOUNH CS will complain in writing require corrective action.
- If the violation is not corrected by the contractor in accepted mane GOUNH CS will consider the claim for compensation and/or termination of partnership.

5. ANNEXES AND RECORDS

EF-12-01: Environment Impact assessments for contractors/suppliers

EF-12-02: Reviews the compliance of contractors

EF-12-03: Commit of contractors/suppliers to comply with the policies of the GOUNH CS

13.2 GREEN ONE UN HOUSE
(GOUNH)

ENVIRONMENTAL PROCEDURE

ENVIRONMENTAL

MANAGEMENT SYSTEM

MANUAL

I. INTRODUCTION

1. Green One UN House Overview

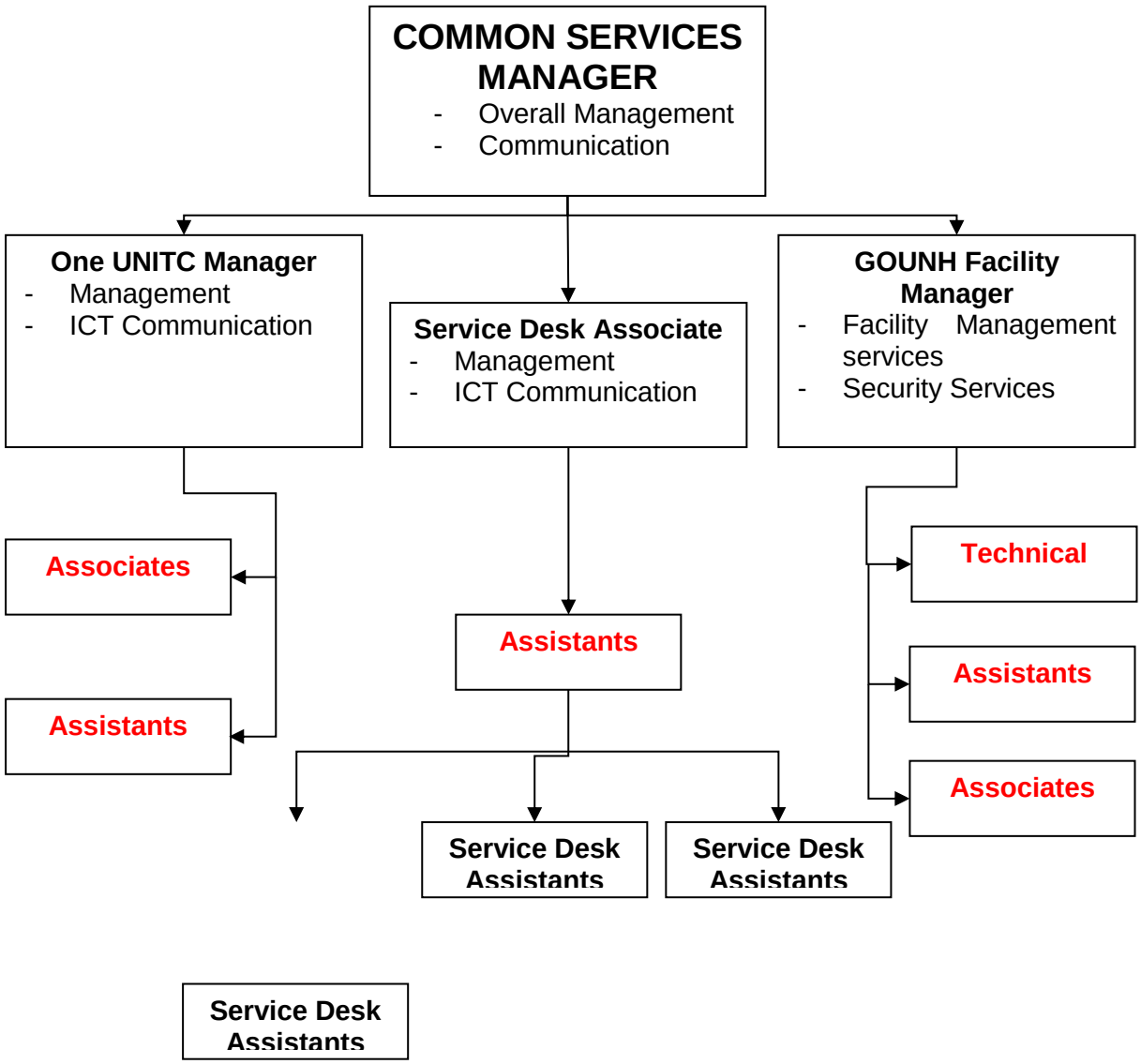
1.1. Brief Description of the Organization

- Organization Name: Green One UN House Common Services Unit (GOUNH CS)

- Organization Location: The GOUNH CS is located at 304 Kim Ma Street, Ba Dinh District, Hanoi, within an area of office buildings, commercial complex, local authorities' offices and schools e.g. Lieu Giai Vincom complex, Singapore International School, Embassy of Japan, the people's committee of Ba Dinh district. The GOUNH CS has its entrance facing to Kim Ma Street, known as one of the very busy street with vehicle traffic.
  The Annex-EP-01-01 is the Map showing the location of the building, adjacent constructions and the Location of water discharge outlets.

- GOUNH CS Organization Structure:

  Common Services – GOUNH, an established entity by the GOUNH Management Board, constituted by Heads of Agencies located in the House, has administrative mandate to manage the house and some common business operations as agreed by the board. The number of employees may change basing on actual business condition, but normally not exceeding 30 people. Common Services Manager is responsible for Common services operations with 03 unit heads, in charge of IT, Facility and Client Services. Please find Annex-EP-01-02 for GOUNH CS's current organization chart.



1.2.GOUNH CS Business activities

GOUNH CS provide tenant services for UN's organizations with approximately 350 UN staffs Tenant services includes all building services, IT services, mail forwarding service, stationery supply, drinking water supply, catering services, cleaning, pest control, gardening, mobile banking service, waste collection, security, local and international telephone, tenant registration service.

To be able to provide and maintain good services for the above UN organizations and their people working in the building, GOUNH CS is using some suppliers. On the other hands, there are contractors who provide services inside the building directly to the people working here.

1.3.GOUNH CS Infrastructure and Equipment

Management system provides all necessary recourses to meet all requirements of the ISO 14001-2015, including personal resources, equipment and other needed resources.

Common Services Team is responsible for managing the operation of a building of 6 stories with floor area of 7000 m^2. The building has been put into operation since April 2015.

GOUNH CS is operating equipment, using energies and water and other materials as well as treating wastes in accordance with related requirements of Vietnam Law. Generally, its system of AC, ventilation and lighting meet all Vietnam applicable standards. The domestic waste water is treated through a system and then discharged to the city waste channel. Besides, almost materials used by GOUNH do not affect the environmental.

Please find the below annexes for details of GOUNH's resources for its EMS.

No.	Annex Number	Content
1.	Annex-EP-01-03	General Building Facility Description
2.	Annex-EP-01-04	List of machinery and equipment
3.	Annex-EP-01-05	List of raw materials, fuels and chemicals

1.4.GOUNH CS Environment relating activities

a. Waste generation: Wastes are generated through the operation of the technical equipment inside the building and the use of the clients working inside the building.
- General waste: paper, carton, can, glass, printing cartridge, cleaning clothes;
- Hazardous waste: printing cartridge, maintaining & cleaning clothes, computer batteries, defective lighting.

b. Waste-water: The waste water consists of:
- waste water from sinks;
- treated waste water from WC system;
- rain water.

The volume of waste water from sinks and from WC is measured through a meter system.

c. Emissions: GOUNH do not eliminates any hazarded air to the environmental

d. Noise and vibration: The source of noise and vibration in GOUNH are coming from the operation of the building equipment like chillers, fan, generator. The noise level is measured in GOUNH and is lower the maximal allowed level by the Vietnamese technical standard.

2. Purpose and Applicable Scope

Environmental Manual is the highest directive text-form document on Environmental Management System (EMS) of the GOUNH Common Services (GOUNH CS). It is developed based on ISO 14001: 2015, serving as a guiding and systematic tool, to undertake the authorised mission of Vietnam environment and natural resources protection.

Environmental Manual describes the principles, practical excercises, and procedures that are developed and maintained by the GOUNH CS to demonstrate its moral ascendancy to the concerned parties. The manual will be the guiding principles for the establishment, implementation, maintenance and continuous improvement of its activities in managing the enviroment aspects (EA) and compliance responsibilities; risk management of threats and opportunities and meeting the needs and expectations of interested parties.

The manual is applicable for review, evaluation and improvement in the GOUNH CS to reflect the change of policy, management and procedures. This manual serves as the foundation for the GOUNH CS's efforts in the continuous improvement of EMS and its processes.

This manual, that is regarded as a part of the EMS, is used to develop environmental policies, improve the efficiency of the processes and manage EA and its risks.

In the purpose of clarification, the terminologies and definitions in this handbook includes the requirements of ISO 14001: 2015 and the GOUNH CS plans related to the environment. This includes but is not limited to the integration of EMS with Quality Management System and Occupational Safety and Health and other systems.

II. EMS OF GOUNH CS

1. EMS Scope

The Environmental Management System is applied to the building management services provided to GOUNH customers who are working in GOUNH.

2. Referenced Document

International Standard ISO 14001:2015 – Environmental Management Systems – Requirements with guidance for use.

3. Terms and Definitions

GOUNH CS applies all terms and definitions defined in ISO 14001:2015, clause 3.

4. Context of the Organization

Context of GOUNH CS is determined when we build our EMS and is always kept monitored and considered by our senior management to ensure that all impact of changes on our EMS and our ability to achieve our objecties are controlled.

GOUNH CS is offering working places and relating building management services to many UN organizations. We are now locating in Vietnam, a developing country where environment is considered a hot topic due to many environmental incidents are recently happened. The general awareness of the society of environment and infrastructure is not high.

GOUNH CS determines an environmental vision to contribute its best into environment protection and improvement. GOUNH CS also commits to satisfy all applicable requirements and by all ways try to make influence on interested parties to protect the environment. Please find our Environmental Policy for details of our environmental strategy and commitments.

To realize our above ambitious vision, we keep an eye on our external and internal context to timely meet the changed requirements by interested parties as well as adjust our own system to achieve our environmental objectives which are established annualy.

Basing on the context of the organization, GOUNH CS establishes and maintains an environmental management system compliant to ISO 14001:2015, the Scope of which has been defined above in this Manual. And all activities, products and services within the scope are included in our EMS.

GOUNH CS's EMS includes necessary processes and their interaction as described in below parts of this Manual:

<u>Referenced documents:</u>

- EM-01: Environmental Manual and its annexes.
- Annex-EP-01-01: Map of GOUNH
- Annex-EP-01-02: GOUNH CS Organization Chart
- Annex EP-01-03: Building General Facility Description
- Annex EP-01-04: Machinery & Equipment
- Annex-EP-01-05: List of Materials, Fuels & Chemical
- EP-11: Risks and Opportunities Management

5. LEADERSHIP:

5.1 The Leadership and commitment

Top management of The GOUNH CS in Environmental Management System is CS manager. GOUNH CS's top management and senior management shall always demonstrate their leadership and commitment to EMS by their accountability and responsibilities of the system's effectiveness and completing all tasks designed in the EMS.

Top management:

- establishes environmental policy in line with the strategic direction and the GOUNH CS context
- provides and ensures the availability of needed resources for establishment, implementation, maintenance and improvment of an effective EMS.
- supports other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility
- ensures the integration of EMS requirements into the GOUNH CS's business processes, the implementation of continuous improvement, and promotion of risk based thinking and process aproach within the EMS.

5.2 Environmental Policy

Top management establish, implement and maintain an environmental policy as follows:

Environmental Policy for the Green One UN House

The United Nations Office in Vietnam believes in its important duty to ensure good environmental performance in all its business operations and to provide the necessary organisation, commitment and training to fulfil this obligation.

The Head of the Common Services of the Green One UN House firmly believes in, and is committed to monitoring and improving environmental performance, pollution prevention and environmental protection.

The goals to achieve a better environmental performance will be achieved through:

- Incorporating environmental responsibility into all business operations by planning environmental protection, reviewing and developing policy, by setting targets and reviewing and auditing performance.
- Utilising the best available resources to comply with the requirements of existing and future legislation.
- Pursuing continuous improvement in environmental performance, where reasonably practicable, by setting objectives and targets, especially in addressing the areas of resource use, by reducing energy and water consumption, increasing re-use and recycling and improving solid and liquid waste management methods.
- Providing a safe and healthy workplace and ensure that personnel are properly trained with the appropriate safety and emergency equipment.
- Being committed to maintaining effective communication systems on environmental matters through training and improved awareness.

The Common Services Unit will promote these highly important objectives and will continue to respond to enquiries and suggestions from both inside and outside of the

House.
All staff and personnel located in the House have responsibilities for policy implementation by participating and contributing to its success through their actions and suggestions

Clement Gba
Manager, Business Operations and Common Services
Green One UN House
Date: 11-Oct-2016

Referenced document

- GOUNH Environmental Policy: EM-00

5.3 Roles, responsibilities and authorities of the GOUNH CS

Top management ensures that the responsibilities and authorities of the relevant positions are established and communicated within the GOUNH CS to facilitate the effective operation of environment management system. Responsibility and authority for:
- ensuring that the EMS is in accordance with the requirements in ISO 14001: 2015; and
- report on the performance of EMS to top management

are assigned. Please find Annex-EP-01-06 for details.

Referenced document:
- Annex-EP-01-06: Responsibilities and Authorities in the EMS
- Annex-EP-01-02: GOUNH CS organization chart

6. PLANNING

6.1 Actions to address risks and opportunities

6.1.1 Risk based approach

The GOUNH CS maintains a procedure to determine the risks and opportunities, related to our environmental aspects, compliance obligations and other issues and requirements that need to be addressed to:
- give assurance that the environmental management system can achieve its intended outcomes;
- prevent or reduce undesired effects, including the potential for external environmental conditions to affect the organization;
- achieve continual improvement.

Within the scope of the environmental management system, GOUNH also determines potential emergency situations, including those that can have an environmental impact.

Referenced document:
- EP-11: Risk Management
- EP-13: Environmental Emergency Response

6.1.2 Environmental Aspects

The GOUNH CS maintains procedures to determine the environmental aspects of its activities, products or services and that it can control and those that it can influence, and their associated

environmental impacts, considering a life-cycle perspective. Basing on established criteria, significant aspects are determined. The documents of the following information are always kept updated:

- environmental aspects and associated environmental impacts;
- criteria used to determine its significant environmental aspects;
- significant environmental aspects.

Referenced document

- EP-02: Environmental Aspects and Impacts

6.1.3 Compliance Obligations

The GOUNH CS maintains procedures to:

- determine and have access to the compliance obligations related to its environmental aspects which includes legal and other requirements to which the organization subscribes.
- determine how these compliance obligations apply to the organization;
- take these compliance obligations into account when establishing, implementing, maintaining and continually improving our environmental management system.

Referenced document

- EP-03: Compliance Obligations

6.1.4 Action Plan

Basing on the significant environmental aspects, compliance obligations and risks & opportunities determined in the EMS, The GOUNH CS shall plan to take actions addressing them as well as integration and implementation into the EMS and evaluation of the actions' effectiveness. Actions planned will be considered with taking into account of the GOUNH CS's technological, financial, operational and business conditions.

6.2 Environmental objectives and planning to achieve them

6.2.1 Environmental objectives:

The GOUNH CS establishes and maintains documented objectives and targets that are updated regularly and are coherent with the policy. These objectives take into account the legal and other requirements, significant environmental aspects, technological options and financial, operational and business requirements, and the views of the interested parties.

Referenced document

- EP-04: Environmental Objectives, Targets and Programmes

6.2.2 Action plan to achieve objectives

Programs for achieving the objectives and targets are established and maintained. Programs include what will be done, resources will be required, designation of responsibility for major activities and the time frame by which they are to be achieved. The programs also include how the results will be evaluated. These programs have the flexibility to be amended at all times and have ability to be integrated into business prococesses.

Referenced document

- EP-04: Environmental Objectives, Targets and Programmes

7. SUPPORT

7.1 The resources

The GOUNH CS shall identify and provide the necessary resources for the establishment, implementation, maintenance and continuous improvement of EMS.

7.2 Competence

The GOUNH CS shall:

- determine the necessary competence of personnel who work under the GOUNH CS's control that affects its environmental performance and ability to fulfil applicable compliance obligations.
- ensure that the personnel are competent on the basis of education, training or experience;
- determine the training needs related to the environmental aspects and environmental management system; and
- where applicable, take action to acquire the necessary competence, and evaluate the effectiveness of the actions taken.

7.3 Awareness

The GOUNH CS shall ensure that the personnel working under the GOUNH CS's control are aware of:

- the environmental policy;
- the significant environmental aspects and related actual or potential environmental impacts associated with their work;
- their contribution to the effectiveness of the environmental management system, including the benefits of enhanced environmental performance;
- the implications of not conforming with the environmental management system requirements, including not fulfilling the organization's compliance obligations.

Awareness of these above things for the GOUNH CS's people can be achieved through training, workshop, and other activities also.

All training records shall be retained in accordance with the GOUNH CS's document control procedures.

<u>Referenced document:</u>

- EP-05: Competency and Training

7.4 Communication

7.4.1 Overview

The GOUNH CS shall establish, implement and maintain procudures to exchange information internally and externally related to EMS, to ensure responding to relevant communications on the GOUNH CS's EMS. Records shall be kept as evidence of the GOUNH CS's communication.

7.4.2 Internal Communication

Through internal communication, the GOUNH CS ensures EMS information is communicated among the various levels and functions of the organization, including changes to the environmental management system, as appropriate. This is to enable all people working under its control to contribute into the EMS's continual improvement.

7.4.3 External communication

The GOUNH CS shall externally communicate information relating to its EMS, in compliance with established procedures, covering all compliance obligations.

Referenced document
- EP-06: Communication

7.5 Environmental management system documentation

Environmental management systems of the GOUNH CS shall include documented information required by ISO 14001: 2015 and documented information defined by the GOUNH CS to be neccesary for the efficiency of the EMS.

The GOUNH CS EMS document system consists of the followings:
- EMS manual
- Environmental Policy
- Environmental Objectives
- Environmental aspects and associated environmental impacts;
- Compliance Obligations
- EMS procedures and records
- Other documents found by the GOUNH CS to be necessary for EMS operation, maintanance and improvement.

The GOUNH CS shall establish, implement and maintain procudures to ensure appropriate
- Identification and description
- Fomat
- Review and approval for suitability and adequacy
- Available and suitable for use
- Adequate protection
- Distribution, access, retrieval and use
- Storage and preservation
- control of changes
- retention and disposition
- identification and control of external original document.
- Approve documents for adequacy prior to issue,
- Controlled, and prevent the unintended use of obsolete documents and apply suitable identification to them if they are retained for any purpose.

Referenced document:
- EP-07: Document and Record Control

8. OPERATION

8.1 Operation Planning and Control

All activities, products and services of the GOUNH CS are controlled and monitored strictly to prevent and minimize their existing or potential adverse impacts to the environment. The GOUNH CS shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. All outsourced processes are controlled or influenced.

The GOUNH CS establishes, implements, controls and maintains the processes in consistence with

a life cycle perspective, to control and monitor works in the following orders:

- Identification of controllable environmental aspects.
- Defining the level of satisfaction of legal requirements and other requirements to which the organizations subscribes.
- Control Activities: the GOUNH will ensure the management of the identified controllable significant environment aspects and other aspects which may not meet applicable requirements.
- All significant environmental aspects of goods and services used by the Company that the Company may be aware of shall also be documented as regulations providing requirements and methods to control these aspects, and will be communicated to suppliers and contractors

Referenced document:
- EP – 08: Procedure of Control of Equipment and Devices
- EP – 09: Procedure of Chemical Control
- EP – 10: Procedure of Waste Management
- EP – 12: Procedure of Contractor Management

8.2 Emergency Preparedness and response

The GOUNH CS is aware of the fact that potential incidents and emergency can exert serious impacts to environment and cause great losses and bad effects to itself, its staffs and neighbouring areas. Therefore, the GOUNH CS will identify and document regulations for emergency preparedness and response to prevent and minimize impacts and losses of the incidents and emergency. The planned response actions are tested periodically, where practicable. Subsequent to emergencies, if any, and periodically, the GOUNH CS EMR and related units review and revise all the regulations and actions related to emergency preparedness and response, and then communicate to Company staffs for their compliance.

Periodically, the section in charge of the matter has to arrange rehearsals of emergency response for all the Company staffs to increase their awareness and response skills.

Referenced document:
- EP-13: Procedure of Emergency Response

9. PERFORMENCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 Overview

The GOUNH CS shall monitor, measure, analyse and evaluate its environmental performance through established procedures. Parameter of important environmental elements shall be monitored and measured. Monitoring and measurement results are analysed to evaluate the GOUNH CS's EMS performance and effectiveness, level of meeting compliance obligations and opportunities for improvement.

Equipment used for monitoring and measurement shall be calibrated or verified and maintained, as appropriate. Relevant environment performance information shall be communicated both internally and externally, as identified in its communication procedures and as required by its compliance obligations. The GOUNH CS shall retain appropriate documented information as evidence of the monitoring, measurement, analysis and evaluation results.

Referenced document:
- EP-14: Procedure of Environmental Performance Control

9.1.2 Evaluation of the compliance

The GOUNH CS establishes, implements and maintains the necessary processes to evaluate the compliance of legal requirements and other related requirements. Records are also retained accordingly to be evidence of the compliance evaluation result.

Referenced document:
- EP-03 Compliance Obligation
- EP-14 Environmental Performance Control

9.2 Internal Audits:

Preodically, once per year, the GOUNH CS shall conduct an internal audit to provide information about EMS effectiveness and compliance with requirements of ISO 14001:2015 standard.

Referenced document:
- EP-15: Procedure of Internal audit

9.3 Management review

Once a year the CS manager will conduct a review of the GOUNH CS's environmental management systems. Relating records shall be retained as evidence of the results of management reviews.

Referenced document:
- EP-16: Procedure of management review

10. IMPROVEMENTS

The GOUNH CS always determine all opportunities for and take actions to realize improvement of its EMS. A procedure is also established, implemented and maintained to deal with non-conformities occuring and evaluate the need for action to eliminate root causes of the nonconformities to avoid recurrence. Corrective actions shall be appropriate to the significance of the effects of the nonconformities encountered, including the environmental impact(s)

The GOUNH CS shall retain documented information as evidence of:
- the nature of the nonconformities and any subsequent actions taken;
- the results of any corrective action.

Referenced document:
- EP-17: Procedure of Nonconformity and Corrective Action

REFERENCED LIST OF ENVIRONMENTAL PROCEDURES

No.	Code	Title	Note
0.	EM-00	Environmental Policy	
1.	EM-01	EMS Manual	
2.	EP-02	Environmental Aspects & Impacts	
3.	EP-03	Compliance Obligations	
4.	EP-04	Environmental Objectives, Targets and Programmes	
5.	EP-05	Competence and Training	
6.	EP-06	Communication	
7.	EP-07	Document and Record control	
8.	EP-08	Control of Equipment's and Devices	
9.	EP-09	Chemical Control	
10.	EP-10	Waste management	
11.	EP-11	Risk Management	
12.	EP-12	Contractor management	
13.	EP-13	Emergency Response	
14.	EP-14	Environmental performance control	
15.	EP-15	Internal Audit	
16.	EP-16	Management Review	
17.	EP-17	Non-conformity and Corrective action	

III. ANNEXES of EMS Manual

Annex-EM-01-01 Map of GOUNH

Annex-EM-01-02 GOUNH CS organization chart

Annex-EM-01-03 General Facility Description

Annex-EM-01-04 machinery and equipment

Annex-EM-01-05 materials, fuels and chemicals

Annex-EM-01-06 Responsibility and Authority in EMS

13.3. Environmental Policy for the Green One UN House

The United Nations Office in Vietnam believes in its important duty to ensure good environmental performance in all its business operations and to provide the necessary organisation, commitment and training to fulfil this obligation.
The Head of the Common Services of the Green One UN House firmly believes in, and is committed to monitoring and improving environmental performance, pollution prevention and environmental protection.

The goals to achieve a better environmental performance will be achieved through:

- Incorporating environmental responsibility into all business operations by planning environmental protection, reviewing and developing policy, by setting targets and reviewing and auditing performance.

- Utilising the best available resources to comply with the requirements of existing and future legislation.

- Pursuing continuous improvement in environmental performance, where reasonably practicable, by setting objectives and targets, especially in addressing the areas of resource use, by reducing energy and water consumption, increasing re-use and recycling and improving solid and liquid waste management methods.

- Providing a safe and healthy workplace and ensure that personnel are properly trained with the appropriate safety and emergency equipment.

- Being committed to maintaining effective communication systems on environmental matters through training and improved awareness.

The Common Services Unit will promote these highly important objectives and will continue to respond to enquiries and suggestions from both inside and outside of the House.

All staff and personnel located in the House have responsibilities for policy implementation by participating and contributing to its success through their actions and suggestions

13.4. GOUNH FIRE REGULATION

1. To Prevent Fires Occurring

Most outbreaks of fire could be eliminated if everyone practiced good fire prevention on the job and planned ahead for an emergency.

The following should always be observed:

1. Smoking is not allowed in the Green One UN House.
2. Be alert around electrical equipment. If it is not working properly or if it gives off an unusual odor, often this is the first sign of a problem that could cause a fire. Disconnect the equipment and call the Service Desk (Extension 0100).
3. Promptly replace any electrical cord that is cracked or has a broken connection.
4. Never overload your electrical outlets by using an additional plug for more equipment.
5. When using extension cords, protect them from damage. Do not put them across doorways or any place where they can be stepped on or chafed. Check the amperage load specified by the manufacturer and do not exceed it. Do not plug one extension cord into another, and do not plug more than one extension cord into one outlet.
6. Never cover the electrical cord to your computer with adhesive tape, or run the code under the carpet.
7. Keep all heat-producing appliances away from walls and anything that might burn. Leave plenty of space for air to circulate around copy machines and other equipment that normally gives off heat.
8. Always turn off pantry facilities when you have finished.
9. Remember to turn off your lighting (in the closed offices) and electrical equipment (computers, fans, desk lamps…) when you leave your office.
10. Do your part to keep storage areas, stairway landings and other out of the way locations free of waste paper, empty cartons, dirty rags and other material that could fuel a fire. Keep items in your storage separately in neat and clean order with non-flammable partitions.
11. Do not take away fire protection and extinguishing equipment to use for other purposes.
12. Do not open the fire emergency exit doors. Locking of fire exit doors is extremely hazardous and is strictly forbidden.
13. If you work in a closed office, always close your door at the end of your working day.

2. To Prepare for Emergencies

The following should be observed as preparation for emergency situations:

1. Be familiar with your office and the evacuation routes. Know them well enough you could make your way out if they were smoke filled and you could not read the names on the doors.
2. Take a walk and find the 4 emergency exit doors located at each Conner of every floor. Look for the illuminated “EXIT” light in front of each exit door. Know how to open the exit doors.
3. Learn where the nearest fire-alarm call button is located and how to operate it.
4. Know the location of the fire extinguishers - they are in the lift lobbies and are next to each exit door. The taller extinguisher is a CO2 extinguisher for electrical fires (but beware as CO2 readily causes suffocation), the smaller extinguisher is a chemical extinguisher for all types of fires.
5. Know the location of the fire hoses. Know how to use them in the event of an emergency.

6. Know the designated area for assembly in the event of an emergency - Which is at the front of GOUNH main building on the forecourt.
7. At each floor, 2 persons (Fire Wardens) are to be responsible to encourage all staffs to evacuate and accounting for personnel in the event of an emergency.

3. If you see fire breaks out

Raise the alarm no matter how small it is. Large fires start as small ones:

1. Raise the fire alarm by shouting "FIRE" and activating the fire alarm by breaking the break glass (located on the lift lobbies and near the exit doors, on each floor).
2. Call the Security (Extension: 1863, 1864 or 867 or Direct line: 04 3726551904, 04 38501863, 38501864, 38501867) clearly stating the location of fire.
   EXAMPLE: " There is a fire on the ..... floor of GOUNH".
3. Only try to tackle the fire if there is no immediate danger to your wellbeing. You can use fire extinguishers or hose reel. Do not use the hose reel on electrical fire.

4. **If you hear the fire alarm**

1. Stop working immediately.
2. Leave your office quickly, closing the door to the room where you saw the fire. Close all others that you pass through on your escape route.
3. Proceed directly to the nearest fire exit.
4. Do not use the lift.
5. If smoke is evident in the corridor or stairwell of your nearest exit, use your alternative escape route.
6. If you must use an escape route where there is smoke, stay as low as possible. Crawling lets you breath the cleaner air near the floor as you move toward the exit.
7. Before you open a closed door, feel it with the back of your hand. If it is hot, leave it closed and use your alternate escape route. If it feels normal, brace your body against the door and open it a crack - be prepared to slam it shut if heat or smoke starts to rush in.
8. As you are evacuating, follow directions from fire and security personnel. Once outside, move well away from the building so you will not be in the way of fire fighters.
9. Assembly at the Assembly point in the Yard in the front of Main Building.
10. Do not re-enter the building or work area until the Common Services Team announces that it is safe to re-enter.

5. **What If Can Not Escape?**

1. First of all, stay calm. There are steps you can take to protect yourself. Try to go to a room with an outside window and stay there. If it is possible, call the Common services or Security Guard and tell them exactly where you are.
2. To help rescuers find you, stay where they can see you and wave something light-colored to attract their attention.
3. To keep smoke out of your refuge, stuff the cracks around the door and cover the air conditioning grills, using clothing, towels, newspapers, etc.
4. If water is available, dampen a cloth and breathe through it to filter out smoke and gases.

Above all, think before you act, and be patient until help arrives. Evacuation of a high-rise office building filled with many people might take several hours, and rescuers will try to begin with those who in the most immediate danger.