

Health and Safety Standard: Offices

Code: NT.00046.GN-SP.ESS

Version: 1



The following text is a translation of the original Procedure "Estándar de Seguridad y Salud: Oficinas", Version 1, in order that the contents should be easily understood by all Gas Natural Fenosa employees. In the event of any discrepancy in interpretation which may arise from the translation, the contents of the original Spanish version currently in force shall prevail for all relevant purposes.

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1. Purpose

The purpose of the following Technical Standard is to establish a series of behavioural guidelines to follow on the job in office areas in order to warn about the possible risks and to define a framework of reference that contributes to improving individual and group safety at work centres.

2. Scope

This standard is applicable to all activities performed at office work centres of companies of the group where it has a majority shareholding and at all office work centres where the group is responsible for the operation and/or management thereof, whether the activities are performed by the group's own personnel or by the personnel of collaborator companies (hereinafter, EECCs) that work for Gas Natural Fenosa.

3. Reference Documents

PG.00010.GN Preparation for and response to emergencies

NT.00040.GN-SP.ESS Health and Safety Standard: Safe Driving

4. Definitions

Not applicable.

5. Responsibilities

All workers must comply with the requisites set forth in this standard.

6. Development

6.1. Moving around in and using common areas

When moving through hallways and on stairs, keep to the right, especially when going around corners.

No running, reading or using a mobile phone while walking, especially when going up or down stairs, given that this increases the risk of tripping and falling.

Doors must be opened and closed with caution, given that there could be someone on the other side who might be hit if a door is opened or closed abruptly. Do not remain in places where doors swing open and closed.

The use of railings on stairs significantly reduces the risk of tripping, and above all, it can prevent falls that have major consequences. Steps must be taken one at a time, going both up and down, and avoid putting hands in pockets or behind your back, since this limits your ability to react.

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When carrying a load, lifts must be used to go up or down. If this is not possible, the load should be carried so that one hand remains free.

Areas that are cordoned and/or fenced off must not be entered, especially those areas corresponding to repair and maintenance works or jobs. Special attention must be paid to wet floor signs during cleaning activities, in which case alternative routes should preferably be used.

Vehicles travelling in car parks are regulated by the Driving Safety Standard, NT.00040.GN-SP.ESS. The established speed limits must be followed, seat belts must be worn, and mobile devices must not be used until a vehicle has come to a complete stop.

Pedestrians walking through the car parks of office buildings must:

- Walk in designated pedestrian zones or, in the absence thereof, walk as close as possible to parked vehicles and in the direction opposite to that of traffic.
- Not use vehicle exits as pedestrian exits, unless they are designed and signalled for such purpose.
- Always cross roadways perpendicularly to the same, after previously looking both ways.
- Avoid moving through the interior of garages and seek a route where the majority of the route goes through areas where there is no vehicle traffic. Head towards the closest lift, stairs or pedestrian walkway.

Smoking is prohibited at work centres. Smoking is only allowed in the places provided for such purpose or in outdoor areas. Cigarettes must be checked to ensure that they are completely extinguished, and they must be thrown away in containers provided for this purpose.

In areas where job positions are located, avoid talking in a loud tone of voice, keeping conversations at a level that does not disturb the working environment that must be maintained in these areas. For conversations in groups of people, it is better to use the meeting rooms or common areas located away from the job positions.

6.2. Order and cleanliness

Maintaining a good state of order and cleanliness at the job position is essential to preventing incidents/accidents.

Passage ways, transit zones and exits must not be blocked by obstacles (stored materials, cables, cabinet doors, drawers carelessly left open, etc.).

Stairwells must not be used for storage.

A large accumulation of paper and/or cardboard on desks and cabinets increases the fire load, wherefore it is necessary to reduce paper documentation to the minimum possible amount (digitisation, warehouses provided for this purpose).

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Spilled liquids must be cleaned up immediately. If this situation occurs and it cannot be resolved personally, the service responsible for General Services or Maintenance must be informed. If the area cannot be appropriately marked, you must wait in the area until it is cleaned.

Special attention must be paid to handling and recycling the remains of glass objects.

In meeting rooms, the use of connection cables for portable equipment increases the risk of trips and hitting furniture. Assess the need to connect equipment using a cable, which should be done only when a battery cannot be used. Avoid placing cables in passage zones. If this is not possible, they must be placed as close as possible to the power supply, preferably fastening them to the floor or restricting/controlling the passage of persons through that zone.

Meeting rooms must be left in an optimum state of order and cleanliness (putting chairs in their place). In the event that the catering service or the cafeteria is used, the removal of used dishware must be requested before leaving the room.

6.3. Furniture: cupboards, shelves, filing cabinets, tables and chairs

Use furniture properly.

No climbing on cabinets, tables, chairs, boxes or shelves. To reach high areas that are not normally accessible, a ladder must be used.

Before using a ladder, it must be checked to ensure that it is in good condition, that it is suitable for the height to be reached and that it can be supported on a stable surface. Climbing up and down ladders must always be done while facing the ladder.

Do not lean on cubicle dividers, especially those made of glass, and do not hang garments or heavy objects on the same.

Cabinets and shelves must only be used for objects whose weight or size is suited to the same. General Services and Maintenance personnel must be notified if a piece of furniture is unstable.

Furniture must be filled by starting with the bottom shelves and drawers and endeavouring to have the heaviest load at the bottom.

Avoid placing objects in the upper areas of cabinets or shelves if there is the risk that they might fall.

The drawers of filing cabinets must be opened one at a time, and they must not be kept open longer than necessary.

Monitoring the good condition of tables and chairs is the responsibility of every user. In the event of damage, the unit that is responsible for furniture must be notified.

Do not accumulate objects underneath desks.

All legs and/or wheels of chairs must be supported on the ground at all times. Chairs must be pushed under a desk when not in use, thereby preventing passage zones from

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being obstructed. Do not place large garments or heavy objects on the backrest, which could become snagged on the legs and/or wheels or cause a chair to overturn.

Changing the location or orientation of furniture and work equipment is prohibited so as to avoid non-compliance with regulation safety distances and spaces.

6.4. Electrical equipment

Only low-power consumption equipment will be connected at the power outlets of work stations (computer terminals or telephones). If multiple outlets are required, they should be requested from the responsible unit.

Any connection cable that may be in poor condition must be replaced as soon as possible.

To unplug a piece of equipment, it must first be turned off, and then it must be disconnected by pulling on the plug, never on the cable.

Do not use electrical devices when your hands are wet. Keep liquids away from equipment plugged in to a power supply.

The use of stoves, radiators or other electrical appliances without the express authorisation of the responsible unit of the work centre is prohibited.

6.5. Manual handling of loads

It must be determined if the weight, shape and size of an object allow it to be handled alone or if help is required.

Check objects to be carried to ensure that they have no sharp or pointed edges.

The recommendations for handling or carrying loads are the following:

- Use your legs, not your back.
- Keep a load close to your body, and avoid carrying it above shoulder height.
- Keep feet firmly planted.
- Keep your back straight.
- Do not twist your body while holding a heavy load.

6.6. Ergonomics

The following rules will be applicable at all work stations with a data display screen where employees may exceed 2 hours daily or 10 hours weekly of effective work with said equipment. For work stations where these hours are not exceeded, the rules will be considered recommendations. The objective is to prevent risks derived from a defective ergonomic condition.

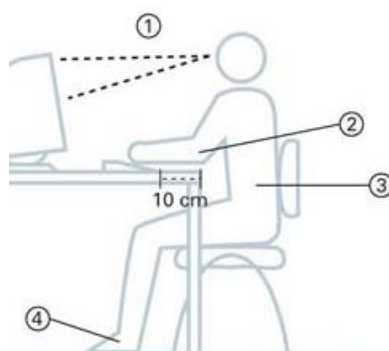
Laptops that are used regularly should be complemented by an auxiliary screen.

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The basic instructions for correct use of data display screens are detailed below:

- Use curtains or blinds correctly to prevent reflections or glare.
- Position the screen at least 40 cm from your eyes, and angle it so that there are no reflections.
- Position the screen below the horizontal plane of your eyes (1).
- Adjust the height of the chair so that your elbows are at the height of the working plane (2).
- Sit so that your back remains in contact with the backrest (3).
- Support your feet comfortably on the floor. If this is not possible, ask for a footrest (4).



- Order the surface of a desk so that the keyboard and mouse can be positioned comfortably. Leave a space of 10 cm in front of the keyboard to be able to adequately support your forearms.
- To prevent musculoskeletal injuries, it is advisable to not remain more than three hours performing an activity in the same position. It is important to move other muscle groups. Periodically perform stretching exercises of the back, arms, legs and hands, as well as relaxation exercises for the eye muscles.
- To prevent visual fatigue, it is advisable to occasionally look off in the distance, moving the eyes slowly up and down and from side to side:



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6.7. Emergencies

Every person is responsible for knowing the emergency measures of the work centre where they are located.

In the event of an emergency, the instructions of the emergency managers and the signage of the work centres must be followed.

Evacuation routes and emergency exits must be kept free from obstacles, and extinguishing and fire-fighting equipment must be left accessible (extinguishers, alarm buttons, fire detectors, etc.). Obstructing or leaving emergency and evacuation exits open jeopardises the safety of all building occupants.

Fire doors must always be kept closed.

When heading towards emergency exits, avoid running and remain calm. Lifts and freight elevators must not be used in the event of an emergency.

When visits are received, the safety contact should be used to indicate the emergency and evacuation measures in the event of an emergency. Non-regular visitors should be accompanied at all times.

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