

NO SMOKING POLICY STANDARD OPERATING PROCEDURE (SOP)

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1.0 Objective

To document and define TECOM No Smoking Policy and the standard operating procedures of TECOM's No Smoking Policy which was established in May 2005 with the objective of protecting all occupants at TECOM's premises, from the ill-effect of second-hand smoke and to protect TECOM's assets (employees / property) from the significant hazard of fire and smoke.

2.0 Definition and Abbreviations

2.1. Definition

- Business Entities – are the various business cluster of TECOM Investments such as Dubai Internet City (DIC), Dubai Media City (DMC) etc.
- Open Air /Outside – a location that is open to the atmosphere with free circulation of air and outside a structure/building.

2.2. Abbreviations

- BP – Business Partner who are the customers of TECOM Investments.
- MCP – Manual Call Point which can be either, the pull lever or break glass type, situated on the wall, all along the corridors and is used to activate the Fire Alarm System in a building.
- HVAC – Heating, Ventilation and Air Conditioning System of a building.
- MR – Management Representative
- HC – Human Capital

3.0 Responsibilities

- TECOM Board and Management Committee
- TECOM CEO and COO
- Head of Business Entity
- Department Managers
- HC Director
- EHS MR
- TECOM Security
- TECOM Employees

4.0 System

4.1 Rationale

Smoking is a personal choice for individuals; however it does directly have an impact on the environment, non-smokers and the safety of TECOM's premises. Besides being an annoyance to most non-smokers and a proven health hazard to all, smoking can be a major safety hazard in certain work areas.

TECOM Investments is committed to providing a smoke-free environment for non-smokers and a hazard-free working environment for its employees, customers and suppliers/contractors by adopting this "No Smoking Policy"

4.2 No Smoking Policy

Smoking is prohibited in all indoor locations and vehicles of TECOM Investments and its Business Entities including owned or contracted sites and vehicles, except within clearly designated smoking areas.

4.3 Applicability

Without exception, the policy is applicable to all employees, business partners, visitors and contractors who visit or work within TECOM Investments and its Business Entities.

4.4 Procedure Narratives

For implementing the policy, following procedures will be applied:

- 4.4.1 No Smoking signs shall be posted at the main entrances in all TECOM buildings and prominent places within the buildings.
- 4.4.2 All visitors and contractors will be advised of the “No Smoking Policy” by the person interacting with them.
- 4.4.3 All designated smoking areas will have suitable non-combustible receptacles (ashtrays, etc) for extinguishing and discarding cigarette ends and tobacco.
- 4.4.4 In high fire-risk areas (clearly indicated by caution sign), which are outside, ‘No Smoking’ sign shall be posted prominently.
- 4.4.5 The head of a Business Entity will ensure that signage’s are posted appropriately as stated in 4.1 above.
- 4.4.6 By default, smoking area is outside a building/structure in the open air. Any indoor location can only be designated as a smoking area if it meets the following conditions:
 - Approval in writing by the head of the Business Entity where the indoor designated area is proposed to be located.
 - Authorization from TECOM Board, recorded through their minutes of meeting.
 - ‘No objection’ declaration from TECOM Authority.
 - Meet specific technical criteria’s according to best practice in the industry such as the installation of an independent Heating, Ventilation and Air Conditioning (HVAC) system that is not connected to the original HVAC of the facility, negative pressure, etc.
 - Documented facility management procedure of the designated indoor smoking area.

4.5 Non Compliance

- 4.5.1 Non compliance to the policy will result in disciplinary action for each separate offence, including possible dismissal from service for employees who are repeat offenders.
- 4.5.2 Failure of business partners, visitors and contractors to comply with this “No Smoking Policy” may result in their removal from the location concerned and could even have legal consequences and cause termination of lease agreement and trade license
- 4.5.3 Clause 6.23 of the lease agreement is the legal basic of TECOM No Smoking Policy and states:

6.23 Building Rules

The Tenant shall comply with any rules of the Building adopted or altered by the Landlord from time to time and will cause all of its agents, employees, invitees and visitors to do so. Any changes to such rules will be sent by the Landlord to the Tenant in writing.

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4.6 Non Compliance Measures

Nature of Non-compliance	Applicable to	ACTION			Responsibility
		First Violation	Second Violation	Third Violation	
4.6.1 Smoking indoor in non-designates area within TECOM premises	TECOM Employees	1 st . notification letter	2 nd . and final notification letter	Letter of termination from service	HC
	BP company			Legal Action resulting in non-renewal of Lease Agreement (per Clause 6.23 of the Lease Agreement) and Trade License	Head of Business Entity
4.6.2 Same as 4.6.1 and causing harm / fire / damage to people and/or property	TECOM Employees	Letter of termination from service			HC
	BP company	1 st . and final notification letter and reimbursement of cost.	Legal Action resulting in non-renewal of Lease Agreement (per Clause 6.23 of the Lease Agreement) and Trade License	Head of Business Entity	
4.6.3 Smoking in the TECOM's leased or owned vehicle	TECOM Employees	1 st . notification letter	2 nd . and final notification letter	Letter of termination from service	HC
4.6.4 Failure to inform one's visitors, guests or suppliers/vendors about TECOM's No-smoking policy and visitor is found violating the policy	TECOM Employees	1 st . notification letter	2 nd . and final notification letter	Letter of termination from service	HC
	BP company			Legal Action resulting in non-renewal of Lease Agreement (per Clause 6.23 of the Lease Agreement) and Trade License	Head of Business Entity
4.6.5 Tampering with Emergency Equipment including Emergency Exit, Smoke Detectors, Fire Alarm, Fire Extinguisher, MCP etc	TECOM Employees	1 st . and final notification letter and reimbursement cost.	Letter of termination from service		HC
	BP company		Legal Action resulting in non-renewal of Lease Agreement (per Clause 6.23 of the Lease Agreement) and Trade License		Head of Business Entity

4.7 Enforcement / Implementation

- 4.7.1 All occupants of TECOM facilities are responsible for implementing the policy.
- 4.7.2 All reported incidents shall be recorded with the customer care and/or security office.
- 4.7.3 Customer care and/or security will inform the business entity of the incident.
- 4.7.4 Security shall investigate all instances of non compliance immediately and submit the investigation report to the business entity, EHS MR and the Authority accordingly.
- 4.7.5 Security shall monitor all TECOM facilities for compliance to the policy.

4.8 Effective

The smoking restrictions came into effect after the introductory interim period of three month starting on 31st. May, 2005 and came into force on 1st. September 2005; thereafter it shall be reviewed annually.

4.9 Approval and Authorization

This policy was reviewed by TECOM Excellence Steering Committee and approved by the TECOM Management Committee and consequently authorized by Dubai Technology and Media Free Zone Authority on 31st. May 2005.

In July 2007, the policy is reviewed by TECOM Executive Committee with this version, and approved by TECOM Management and Board Committee, with the 'No Objection' of the Authority to authorize it accordingly.

5.0 References

- TECOM Lease Agreement template

6.0 Records

- 4EHS No Smoking Policy / 31st. May 2005

ORIGINAL