

Annex 10  
to the order of Kazakhtelecom JSC  
dated «      »                      №     

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## Integrated management system

### **Production and consumption waste management (documented procedure)**

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## **Chapter 1. Designation**

1. This document "KT/DP-01-23-09 Documented Procedure. Production and Consumption Waste Management" (hereinafter - the Documented Procedure) establishes the procedure for production and consumption waste management, including collection, temporary storage, disposal, removal and monitoring of generated waste.

## **Chapter 2. Scope of application**

2. The requirements of this Documented Procedure are mandatory for application in all branches of Kazakhtelecom JSC.

## **Chapter 3. Terms, definitions and abbreviations**

3 The terms and definitions used in this Documented Procedure comply with ISO 14001:2015, ST RK 14001-2016:

1) Production and consumption waste - substances and materials in any aggregate state, formed as a result of anthropogenic activities, not subject to further use.

4. Applicable abbreviations:

SF - Service Factory

DTK - Directorate of Telecom Komplekt

ASSC - Administrative Shared Service Center;

CDSM - Chief Director for Strategic Management, supervising the implementation and development of the IMS in the Company;

Director - Director of one of the branches, who is charged with the implementation and development of the IMS in the branch;

IMS - integrated management system;

OSH - Occupational Safety and Health Management System;

OSH Service - the unit/person in charge of supervising occupational safety and health issues - the Occupational Safety and Health Service in the Central Office and in the Branch;

SC - a specialist in charge of ISM issues;

CGS - Corporate Governance Service;

EMS - environmental management system;

Branch - branches, divisions, directorates of Kazakhtelecom JSC;

CO - Central Office of Kazakhtelecom JSC.

EC RK - Environmental Code of the Republic of Kazakhstan

## **Chapter 4. Responsibilities and authority**

5. Heads of structural subdivisions of CO and branches whose activities generate waste shall assist responsible subdivisions/branches in collection, storage and timely removal of waste. The ASSC SF shall be responsible for collection, temporary storage (if

storage facilities are available), timely removal, transfer for disposal, recycling or burial, accounting and reporting of solid waste, as well as other waste according to Annex 2 to this Procedure. DTK is responsible for timely removal, transfer for disposal, recycling or burial, accounting and reporting of decommissioned telecommunications equipment decommissioned in accordance with the Standard "Rules of dismantling and disposal of decommissioned telecommunications equipment in Kazakhtelecom JSC", as well as other waste according to Annex 2 to this procedure.

1). Branches, in the course of whose activities this type of waste was generated, are responsible for collection and temporary storage of decommissioned telecommunications equipment (if any storage facilities are available).

All employees of the Company are responsible for the adequate application of the requirements of this procedure in their activities.

## **Chapter 5. Description**

### **§1 Waste management**

6. Processes of generation and further management of production and consumption wastes in this procedure are considered as an integral part of all main and auxiliary technological processes of production, all technologies and processes.

7. When managing waste, Kazakhtelecom JSC shall comply with all the requirements of the current legislation of the Republic of Kazakhstan in the field of environmental protection, as well as take into account the opinions of parties interested in this activity.

Waste management process in Kazakhtelecom JSC is a set of the following actions:

1) Classification of production and consumption waste is carried out taking into account the requirements of the Environmental Code of the Republic of Kazakhstan. Types of waste are classified as hazardous or non-hazardous in accordance with the Waste Classifier. Classification of wastes as hazardous or non-hazardous and to a certain code of the Waste Classifier in accordance with the Environmental Code is made by the owner of the waste independently.

2) Temporary storage of waste, with subsequent removal to a landfill and/or delivery to specialized organizations for disposal, is allowed on the Company's territory. Temporary storage of waste according to the Environmental Code of the Republic of Kazakhstan is allowed for a period not exceeding 6 months from the moment of formation.

3) when hazardous waste is generated on the territory of buildings and production sites, as well as as a result of Kazakhtelecom JSC's activities, a Passport of Hazardous Waste shall be drawn up and approved by legal entities, during whose economic activities hazardous waste is generated, in accordance with Article 343 of the EC RK.

4) An employee of the branch is appointed by order, who is responsible for organizing control over waste generation, proper temporary storage (if storage facilities are available). SF and DTK conclude a agreement with third-party organizations for the removal, disposal, burial, disposal or recycling of waste. The branch responsible for waste disposal determines the categories of waste to be sold, waste to be disposed of at the Company's expense and waste to be transferred to a contractor free of charge.

Waste sales are carried out as follows: a third-party organization buys waste from SF according to price offers, and the funds for waste purchase are reimbursed by the method of Inventory regulation at the branch's discretion.

The procedure for management of waste telecommunications equipment (telecommunications equipment written off, office equipment written off, station cables written off) is determined in accordance with the Standard "Rules for dismantling and disposal of written off telecommunications equipment in Kazakhtelecom JSC". If necessary, the operating service of the branch makes a decision to keep some of the equipment for further use as spare parts.

5) Based on the Waste Passports or Waste Transfer Certificates (delivery notes), a record is made in the Waste and Consumption Register in the form provided in Annex 3 by a responsible employee of the branch at the place of waste generation. The log shall be made in a single copy for all types of waste and shall be kept by the responsible employee for at least 5 years. Production and consumption waste accounting is based on actual measurements by weight. All values of waste quantities are recorded by weight of waste in tons and rounded to three decimal places (accurate to the nearest kilogram).

6) When signing a agreement with a third party organization for removal, burial, disposal or recycling, it is necessary to request authorization documents for this type of activity. After transferring waste to a third-party organization for disposal or recycling, the responsible employee shall request a documented confirmation of waste disposal (recycling) from the organization (waste disposal passport) and keep it until it is no longer needed.

7) Monitoring of waste generation shall be carried out on an annual basis not later than the twentieth of January following the reporting year in accordance with Annex 1. All types of waste generated by Kazakhtelecom JSC are subject to monitoring.

Similarly to the monitoring of waste generation, control of places of temporary storage of waste shall be carried out.

8) Based on waste monitoring, the responsible employee of the SF shall prepare Reports on hazardous waste inventory (in accordance with the form approved by the authorized bodies at [www.oos.ecogeo.gov.kz](http://www.oos.ecogeo.gov.kz)) and submit them to the territorial division of the authorized body in the field of environmental protection by March 1 of the year following the reporting year on electronic media.

## **§2 Requirements for temporary storage of waste**

8. Environmental requirements for the management of production and consumption waste are determined in accordance with the requirements of the Environmental Code of the Republic of Kazakhstan and the sanitary rules "Sanitary and Epidemiological Requirements for Collection, Use, Utilization, Decontamination, Transportation, Storage and Disposal of Production and Consumption Waste".

Environmental requirements for municipal waste management:

9. The responsible employee of the branch, concludes agreements with third-party organizations, which implement the organization of a rational and environmentally safe system of waste collection, providing for separate collection, storage, regular removal, recycling, as well as cleaning of the territory of the settlement.

10. On the territory of administrative buildings and production sites, solid waste shall be stored in special containers which are located on the site. The site shall be arranged with a hard surface and fenced on three sides to a height excluding the possibility of spread (carrying) of waste by the wind, but not less than 1.5 m.

11. Removal of solid domestic waste is carried out by third-party organizations on the basis of a agreement, specially equipped vehicles equipped with special signs and satellite navigation systems.

Environmental requirements for the handling of certain types of waste and their life cycle processes:

12. When handling certain types of waste, waste owners shall provide compliance with environmental, sanitary and epidemiological requirements, requirements of standards in the field of handling certain types of waste.

Environmental requirements for handling the following materials and products that have become waste: tires, electronic and electrical equipment, packaging, paper, waste oils, chemical current sources, mercury-containing waste, are established by the standards of the Republic of Kazakhstan. The requirements of the standards in the field of waste are mandatory.

13. The branch where the waste is generated shall organize proper environmentally safe conditions for temporary storage of waste in accordance with the requirements of environmental protection legislation.

Keep track of the availability of markings on containers, temporary waste storage sites.

The responsible branch (according to Annex 2) concludes agreements with third-party organizations that have a permit in accordance with the laws of RK for this type of activity to transfer (on a reimbursable/unreimbursable basis or at the expense of the Company) for disposal or recycling of materials and products that have passed into the category of waste.

Environmental Requirements for Hazardous Waste Management:

14. Legal entities, in the course of whose activities hazardous wastes are generated, shall implement measures aimed at halting or reducing their generation and (or) reducing the level of hazard.

15. Hazardous components of production and consumption waste: electronic and electrical equipment, mercury-containing waste, batteries, accumulators and other hazardous components shall be collected separately and transferred to specialized enterprises for disposal, recycling.

16. The division, where the hazardous waste is generated, shall provide marking of packages with indication of hazardous properties of the waste and provide proper temporary storage, in accordance with the legal requirements in the field of environmental protection. When transferring such waste to other persons for a certain period of time, the owner of the waste shall inform them in writing about the hazardous properties of this waste and the precautionary measures for handling it (waste passport).

17. In the field of waste management, Kazakhtelecom JSC gives priority to recovery, reuse or recycling over other methods of waste management.

### **§3 Monitoring of waste generated**

18. The process of identification of the generated waste includes determination of the waste type, establishment of data on its component composition, hazardous, resource and other characteristics.

19. The SF is responsible for the waste identification process, periodic adjustments of its results, control and coordination of the Company's branches in this area.

20. Frequency of monitoring is once a year. Input data for the inventory of sources of waste generation and storage shall be provided by a responsible employee of the branch to draw up a report on the inventory of hazardous waste for submission to the authorized bodies in the field of environmental protection.

21. The results of waste generation monitoring shall be summarized, summarized according to the form given in Annex 1, and communicated to the heads of structural subdivisions and employees responsible for the organization of waste management activities.

22. The results of the inventory of hazardous wastes, carried out similarly to the inventory of temporary waste storage sites, shall be communicated to the heads and employees responsible for the arrangement and operation of these facilities.

#### **§4 Safety requirements, prevention and elimination of emergencies**

23. Persons who have been specially instructed in safe work practices shall be allowed to work on emergency response operations. Persons not engaged in emergency response work shall be removed from the hazardous area.

24. Various chemical solutions and solvents spilled on the floor shall be immediately neutralized and removed with sawdust or dry sand, and the floor shall be wiped with a rag dampened with the appropriate solvent, after which the spilled area shall be thoroughly washed with water and detergent or 10% soda solution. This work shall be carried out in personal protective equipment (gas masks, respirators, gloves, etc.).

25. Floor coating materials shall be resistant to chemical attack and prevent sorption of harmful substances.

26. The acid and oil storage area and warehouse shall have containers to store the necessary amount of lime, soda to neutralize accidentally spilled liquids, and sand to collect them. Sand containing oils or acids shall be disposed of as hazardous waste. Agreements for transfer for disposal shall be made as this type of waste is generated.

27. No fire or welding shall be used near waste oil storage areas to avoid an explosive situation.

28. To eliminate the emergency situation in case of fire, the waste shall be extinguished with foam; fire extinguishers shall be available near the temporary storage sites of the flammable waste.

29. Mercury-containing lamps shall be stored tightly in metal boxes, the voids shall be filled with soft cushioning material or, as an exception, with lamps of a different diameter. Considering the possibility of glass bulbs breaking or depressurizing when storing waste, the following rules shall be observed:

1) the room where the spent mercury-containing lamps are stored shall be removed from the domestic premises;

2) it is necessary to have a stock of potassium permanganate or hydrochloric acid to eliminate a possible emergency situation.

30. To eliminate a possible emergency situation associated with the destruction of a large number of lamps, in order to prevent adverse environmental consequences, it is necessary to provide a stock of reagents (potassium permanganate), as well as a container of at least 10 liters to prepare a solution used to wash the places where the lamps were broken.

31. Mercury-containing lamps are one of the most toxic types of waste because they contain mercury in a state capable of active air, water and physical-chemical migration.

If fluorescent lamps are destroyed, their fragments shall be collected in a container for transportation (never throw it away) for further transfer to a third-party organization for disposal. In the case of separation of mercury its neutralization is carried out in 2 stages:

mechanical - balls of mercury are collected with wet paper (filter or newspaper, or medical "pear"), after which the paper or "pear" is not immediately thrown away, but placed in a jar with a cork or a metal container with a lid and pour the solution (in 1 liter of water 10 ml KMp04 and 5 ml of concentrated hydrochloric acid) and incubated for several days;

chemical - demercurization with ferric chloride solution, 20% solution of FeCl<sub>3</sub> is liberally wetted surfaces where mercury has fallen, then wiped several times with a brush and left to dry completely. After 1-2 days, the surface is thoroughly washed with soapy and then clean water. The solution of ferric chloride is prepared at the rate of 10 liters per 25-30 m<sup>2</sup> area of the room.

Container to store lamps when broken shall be processed with a 10% solution of potassium permanganate or acidified solution of hydrochloric acid (5 ml of acid per 1 liter of solution). Shards are collected with a brush or scraper in a metal container with a tightly closed lid filled with potassium permanganate solution. The site shall be neutralized with a solution of potassium permanganate and washed off with water.

32. When handling electrolyte, an emergency situation refers to an accidental spill of spent electrolyte.

The emergency is eliminated by neutralizing the accidentally spilled electrolyte, and the worker may be exposed to hazardous and harmful production factors: poisoning by sulfuric acid vapors, chemical burns, and possible release of small sprays of sulfuric acid into the air.

Persons performing works on neutralization of accidentally spilled spent electrolyte shall know well and strictly follow the rules of personal hygiene, safety requirements set out in this document, be able to provide first aid to an injured person in case of an accident.

Before starting work to neutralize accidentally spilled waste electrolyte, the staff performing this work shall wear proper overall, button up the cuffs of the sleeves. Wear personal protective equipment: goggles, rubber gloves and only then proceed to eliminate the emergency situation.

Spilled spent electrolyte is sprinkled with dry soda ash or baking soda, neutralized sulfuric acid is collected and removed from the room, then the places where the spent battery sulfuric acid was spilled, moistened with 10% solution of baking soda, wiped with a clean dry cloth. The room is well ventilated.

Neutralizing solutions shall be available and in a visible place.

In case of skin contact with spent sulfuric acid:



- 1) immediately rinse the affected area with a 5-10% solution of baking soda;
- 2) then rinse the affected area under cold running water for at least 20 minutes;
- 3) remove clothing on which the spent lye has come into contact;
- 4) remove clothing on which the spent sulfuric acid has fallen;
- 5) if after the first flushing of the affected area the burning sensation intensifies, rinse the burned area again for a few more minutes
- 6) place a cold, wet cloth over the burned area to minimize pain;
- 7) apply a loose bandage of dry sterile bandage or clean dry cloth to the burned area;
- 8) report to supervisor and go to a medical facility.

In case of contact of spent sulfuric acid with eyes:

- 1) immediately flush the eye(s) with a 2-3 % neutralizing solution of baking soda;
- 2) rinse eye(s) under cold running water for at least 20 minutes: victim holds head upwards over sink with rinsed eye, while helper pours cold tap water from a glass or mug. The eyelids are gently held open while washing. This is done in order to completely flush out the damaging substance from the conjunctival cavity, as it may be retained in the conjunctival arches. A sterile gauze or clean, dry handkerchief shall be used to open the eyelids as wet eyelids slip from the fingers. Rinse the affected eye(s) abundantly for 20 minutes;
- 3) apply a loose bandage of dry sterile bandage or clean dry cloth to the burned area;
- 4) report to supervisor and go to a medical facility.

In case of signs of poisoning from elevated concentrations of sulfuric acid in the air, get out into the fresh air, wash your face, hands and mouth with water, report to your supervisor and go to a medical facility.

33. Lubrication sites shall be equipped with containers for collecting waste oils and filters and equipped with a hard surface so as to eliminate the possibility of oil contamination of the soil and surface water. In case of emergency contamination of the ground surface with fuel oil or oils, provide for chemical treatment of the contaminated areas by distributing 1 kg of lime per 1 kg of oil product.

Used oils, if handled incorrectly, are a source of increased hazard due to the possibility of contamination of premises, areas, soil and water. Waste oils are treated as amber level waste.

The primary collection of waste oil shall be separated from other waste into hermetically sealed containers. In the case of tanks installed in an adjacent area, the area for the primary accumulation of waste oil shall have a hard surface and a shed that prevents the ingress of water and foreign objects. Areas and sheds where used oil containers are stored shall be fenced.

When temporarily storing waste oil containers, care shall be taken to provide that they are airtight and that waste oils do not contaminate the environment.

When transporting used oil, drum corks shall be tightened securely. To prevent leakage or deformation of the container during shipment, adequate room shall be left in the drum to accommodate the expansion coefficient of the fluid.

When handling used oils, do not:

- 1) install containers of waste oil near heated surfaces;
- 2) store waste oil containers together with other materials and substances;
- 3) pour oil into sewers, onto the soil, water bodies, incinerate;

- 4) involve persons who have not been previously instructed and persons under 18 years of age to work with used oils.

Instructions on how to handle used oils and on the firefighting regime shall be posted in the storage areas.

A box with sand and a shovel shall be available for elimination of possible spills.

If a waste oil spill is detected, it shall be:

- 1) stop access of people to the place of the spill;
- 2) notify the head of the organization;
- 3) fill up the oil spill site abundantly with sand available in stock;
- 4) collect the sand with a shovel in a sealed container designed for this purpose and transfer it for disposal/incineration;
- 5) ventilate the room.

34. The transfer of paint materials from one container to another shall be carried out on metal pallets with sides not less than 50 mm. Paints and solvents spilled on the floor shall be immediately removed using sand or sawdust and removed from the paint room.

## **Chapter 6. Documentation**

1. Annex 1. Monitoring of production and consumption waste in the company as a whole
2. Annex 2. Distribution of Waste Management Responsibilities by Branches
2. Annex 3. Consumption and Production Waste Log

## **Chapter 7. References**

1. ISO 9000:2015 Quality Management Systems. Fundamentals and Glossary.
2. ISO 9001:2015 Quality management systems. Requirements.
3. ISO 14001:20015 Environmental management systems. Requirements and guidelines for application.
4. ISO 45001:2018 Occupational safety and health management systems. Requirements and guidelines for application.
5. ST RK ISO 9001-2016 Quality management systems. Requirements.
6. ST RK ISO 14001-2016 Environmental management systems. Requirements and guidelines for use.
7. ST RK ISO 45001-2019 Occupational Safety and Health Management Systems. Requirements and guidelines for use.
8. Rules of documentation and documentation management in Kazakhtelecom JSC.
9. "Environmental Code of the Republic of Kazakhstan of January 02, 2021. No. 400-VI. LRK
10. "Waste Classifier". Order No. 314 of the Acting Minister of Ecology, Geology and Natural Resources of the Republic of Kazakhstan dated August 6, 2021. Registered in the Ministry of Justice of the Republic of Kazakhstan on August 9, 2021 No. 23903.

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11. Sanitary rules "Sanitary and epidemiological requirements for collection, use, application, neutralization, transportation, storage and disposal of production and consumption waste". Order of the Acting Minister of Health of the Republic of Kazakhstan dated December 25, 2020, No. Ministry of Health of the Republic of Kazakhstan-331/2020
12. Standard of organizations "Rules for dismantling and disposal of decommissioned telecommunications equipment in Kazakhtelecom JSC". Order of Kazakhtelecom JSC No. 205 of 19.09.2019

Annex 1  
to KT/DP-01-23-09 Documented procedure  
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Monitoring of production and consumption waste in the company as a whole

№	Name of waste	Level of hazard	Division (branch) technological process, type of work, where waste is generated	Responsible for temporary storage (full name, position, branch)	Normative volume of waste generation, t*	Actual volume of waste generation, tons (The amount of waste accumulated at the time of the inventory)	The actual volume of waste generation, transferred to a special enterprise, t (utilization, recycling, disposal, etc. - specify as necessary)	Method of handling / Periodicity of removal (disposal, recycling, burial, etc. - specify as appropriate)

\* If there is no "Waste Disposal Standards Program" or "Waste Management Program" indicate - not regulated

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### Distribution of responsibility for waste management by branches

<b>Service Factory</b>				
<b>№</b>	<b>Name of waste to be recycled/reprocessed</b>	<b>Sample list</b>	<b>Disposal/recycling option</b>	<b>Responsible JV</b>
1	Electronic electrical equipment	Climatic engineering (licensed, household, mobile), household electrical appliances, electricity meters, backup power supplies (DGS, DGA, mini power plants), uninterruptible power supplies, UPS equipment, transformer substations, power tools, etc.	Transfer to a third party on a reimbursable basis (sale of waste)	SF(CPE)

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2	Chemical power supplies	Various types of batteries (stationary, automotive, starter batteries)	Waste sales	SF(CPE)
3	Packaging	All kinds of packaging material	Transfer to a third party on a reimbursable basis (sale of waste)	SF(CPE)
4	Waste paper (paper)	Used paper, cardboard, etc.	Transfer to a third party on a reimbursable basis (sale of waste)	SF(CPE)
5	Tires	Automotive Tires	Transfer to a third party on a remuneration basis (sale of waste) / Disposal at the expense of KT funds	SF (BaFMD/CPES)
6	Mercury containing waste	Fluorescent lamps	Disposal at the expense of KT	SF (BaFMD/CPES)
7	Waste Oils	Waste oils from DGAs, Motor Vehicles, Transformer Substations, etc.	Transfer to a third party on a reimbursable basis (sale of waste) /Disposal at the expense of KT funds	SF (BaFMD/CPES, TSD)

**Directorate of Telecom Komplekt**

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8	Decommissioned telecommunication equipment - analog	ATCS, ATCS-A ATs,ATS-54, ALDTS, ATs Alcatel, PCM, communications equipment, antennas, and other analog equipment	Transfer on a reimbursable basis to a third-party organization (sale of waste) / Disposal at the expense of KT funds	DTK
9	Decommissioned telecommunications equipment - client, digital telecommunications equipment	STB set-top boxes, CDMA terminals, digital ATs, switches, payphones, modems, multimeters, oscilloscopes, measuring instruments, PCM station facilities, boards, combined measuring instruments, CDMA antennas, servers and other digital equipment.	Transfer on a reimbursable basis to a third-party organization (sale of waste) / Disposal at the expense of KT funds	DTK
10	Office equipment	Monitors, servers, processors, computers, hard drives, scanners, printers, phones, copiers, fax machines, etc.	Transfer on a reimbursable basis to a third-party organization (sale of waste) / Disposal at the expense of KT funds	DTK
11	Communication cable line using copper cable, cable scrap	Cables with copper content	Transfer on a reimbursable basis to a third-party organization (sale of waste) / Disposal at the expense of KT funds	DTK

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