



ҚАЗАҚТЕЛЕКОМ

STANDARD OF KAZAKHTELECOM JSC

**OCCUPATIONAL SAFETY AND HEALTH REGULATIONS FOR REMOTE
WORK**

ST JSC 80429-1/036-2021

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Preface

1. **DEVELOPED** by the Occupational Safety and Health Service of the Central Administration of Kazakhtelecom JSC
2. **INTRODUCED** by the Safety and Labor Protection Service of the Central Office of Kazakhtelecom JSC
3. **APPROVED** by Kazakhtelecom JSC on March 02, 2021 No. 58

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1. Area of application

1. This standard "**Occupational Safety and Health Regulations for Remote Work**" (hereinafter - the Standard) establishes safety and labor protection, fire safety requirements for the performance of labor (job) duties by the employee in the place of work (hereinafter - the workplace).

2. This Standard applies to all employees of the Company engaged in remote form of work during the working hours established by the Labor Rules of the Central Office/branch office of Kazakhtelecom JSC.

2. Purposes of the Standard

3. Providing safe working conditions, safe performance of job duties, preservation of employee's health in the process of remote form of work (remotely).

4. Preventing and reducing the risk of accidents with the employee performing labor (job) duties outside the location of the employer.

3. Regulatory References

5. The following regulatory documents are required for the application of this Standard:

- 1) Labor Code of the Republic of Kazakhstan;
- 2) Fire Safety Rules, approved by Decree of the Government of the Republic of Kazakhstan No. 1077 of October 9, 2014;
- 3) Safety Rules for Operation of Consumers' Electrical Installations, approved by Order No. 222 of the Minister of Energy of the Republic of Kazakhstan, March 19, 2015;
- 4) Hygienic standards for physical factors affecting a person, approved by Order No. 169 of the Minister of National Economy of the Republic of Kazakhstan of February 28, 2015;
- 5) ST RK ISO 9001-2016 Quality Management System. Requirements;
- 6) ST RK ISO 14001-2016 Environmental Management System. Requirements and guidelines for application;
- 7) ST RK OHSAS 18001-2008 Occupational Safety and Health Management System. Requirements;
- 8) BIG-QHSE-POL-007-RU Quality, Safety and Health & Environmental Policy.

Note - In using this Standard, it is advisable to check the validity of the reference standards as of the date (time) of application. If a reference document is replaced (changed), the replaced (changed) document shall be used in the use of this Standard. If a reference document is repealed without replacement, the regulation in which the reference is made shall apply insofar as it does not affect that reference.

4. Terms and definitions

6. The following terms and definitions adopted by Kazakhtelecom JSC are used in this Standard:

Safe working conditions	Working conditions in which the levels of exposure of employees to production factors do not exceed the established standards
Occupational accident	Exposure of an employee to a harmful and (or) hazardous production factor in the performance of job duties or the employer's tasks, which resulted in an occupational injury, sudden health deterioration or poisoning of the employee, resulting in temporary or permanent disability or death
Remote work	A special form of carrying out the labor process outside the employer's location with the use of information and communication technologies in the course of work
Workplace	The place of permanent location of the employee in the performance of labor (job) duties in the course of employment (the place of residence of the employee specified by him/her in the employment agreement)
First aid	A number of therapeutic and prophylactic measures performed as necessary in accidents and sudden illnesses, measures of urgent assistance to wounded or sick people, taken before the arrival of a medical employee or before placing a sick person in a medical institution.

5. Description of activities

5.1 Hazardous (harmful) factors

7. Hazardous/harmful factors include:

- 1) slippery floor;
- 2) moving on stairs;
- 3) use of elevators;
- 4) doors opening into the corridor (narrow corridors);
- 5) working on the computer;
- 6) insufficient lighting;
- 7) electric shock from malfunctioning of office equipment, electric wiring;
- 8) unfastened cords from office equipment;
- 9) falling of unstable objects;
- 10) sharp corners on desks.

5.2 Electrical safety measures

8. To protect people from the hazardous effects of electric current, electric arcs, and static electricity, electrical safety regulations shall be strictly followed:
- 1) connection of portable electric lamps, electric kettles and office equipment to the electrical network shall be conducted using plug connections that meet electrical safety requirements;
 - 2) if there are any faults in the electrical network or electrical equipment, the employee shall immediately turn off the general disconnecting device of the electrical network and call for an electrician to come to the house;
 - 3) the employee is prohibited from making repairs to electrical equipment on his/her own;
 - 4) repairs of electrical equipment shall be conducted by qualified electrical personnel qualified in electrical safety not lower than Group III in accordance with the Rules of Technical Operation of Consumers' Electrical Installations and the Safety Regulations for Operation of Consumers' Electrical Installations.

Note: It is strictly forbidden to extinguish live electrical equipment and office equipment with water.

5.3 Fire safety measures

9. The main causes of fires:
- 1) careless, negligent handling of fire;
 - 2) Faulty electrical networks and electrical equipment, failure to comply with the rules of operation of electrical equipment;
 - 3) smoking outside the designated area and violation of fire safety rules;
 - 4) passageways and corridors shall not be obstructed in any way.
10. To avoid fires in the workplace, it is forbidden:
- 1) Leave energized office equipment, televisions and other household electric heaters;
 - 2) smoking and use of open fire;
 - 3) to store flammable and combustible liquids;
 - 4) Use electrical wiring with damaged insulation;
 - 5) to use homemade protection (twisted wires, "bugs", etc.) instead of automatic fuses to protect electric networks;
 - 6) use defective electrical appliances and electrical wiring;
 - 7) pulling the plug out of the socket by the cord.
11. When a fire is detected, it is necessary to:
- 1) immediately notify the fire department at 101, indicating the address of residence, place of fire and name and surname;

- 2) to go down the floors only in the stairwells, since the elevators may suddenly stop between floors due to damage to electrical wiring, electric fuse boxes, and automatic protection;
- 3) take measures to extinguish the fire if the scale of the fire is insignificant and there is no threat to life and health.
12. During a fire, it is necessary to refrain from opening windows and doors and from breaking glass. When leaving the workplace, it is necessary to close all doors and windows in the room behind you, as the inflow of fresh air (draught) contributes to the rapid spread of fire.
13. Upon arrival of the fire department units, report to the chief of the fire department unit all the necessary information about the seat of fire and the measures taken for its elimination.
14. Report to their direct/ supervising head about the fire that occurred.

5.4 Safety measures when working with office equipment

15. The arrangement of furniture and electrical wiring of office equipment in the workplace shall provide the convenience and safety of the employee, such responsibility rests with the employee.
16. Before working with computers and other office equipment, make sure that they are properly connected to the power supply.
17. Employees are prohibited from:
 - 1) touch the electrical wires that are connected to the back of the system unit while the computer is turned on;
 - 2) move the system unit when it is plugged in;
 - 3) make own repairs of the computer (laptop) or other office equipment;
 - 4) touch the personal computer (laptop) and devices that have a connection with the ground (heating system, water supply system) at the same time, as well as touch electrical wires, not insulated and not fenced current-carrying parts of electrical devices, appliances (sockets, switches, fuses);
 - 5) stepping on portable electrical wires lying on the floor.

5.5 Safety measures when using the elevator and moving up and down flights of stairs

18. Due to the presence of openings behind the handrails of stairwells throughout the height of the building (apartment building), an employee shall be careful when walking up and down stairwells. It is prohibited to walk up and down stairwells in a state of ill health.
19. It is strictly prohibited to enter or exit the elevator when the door is closed.
20. It is prohibited to prevent closing the elevator doors with your hands or feet.
21. When the elevator is moving, do not press the door opening buttons.

22. In case of emergency stop of the elevator it is necessary to get in touch with the dispatcher according to the instructions in the elevator. It is strictly prohibited to open the elevator doors with sharp objects.

23. When stopping the elevator, for safe keeping the elevator on the floors and the elevator doors open, it is enough to hold the door opening button in the pressed position.

5.6 Safety requirements for the workplace

24. Before performing your job duties remotely, you shall identify a permanent workplace and equip it with all the equipment and supplies necessary for the job.

25. The room in which the workplace is equipped shall comply with occupational safety and health requirements.

26. The work equipment used (furniture, computer equipment, accessories, etc.) shall be safe.

27. During working hours, the room where the workplace is equipped shall comply with the following sanitary and epidemiological requirements:

optimal air temperature +20 oC–+22 oC;

optimal illumination of 300 LUX.

5.7 Actions in accidents

28. If an accident occurs while working remotely, the employee has a duty:

1) call the appropriate emergency services (fire, ambulance, emergency services, etc.) by calling the telephone number 112;

2) report the accident to your head;

3) call other people for help (passers-by, neighbors, close relatives, etc.);

4) to keep the situation at the accident site (state of equipment and machinery, tools) in the same form as at the time of the accident before the investigation, provided that it does not threaten the life and health of their own and other persons, and the violation of the continuity of the production process will not lead to an accident, and to take photographs of the accident site;

5) to allow members of the special investigation commission to the scene of the accident to investigate the accident related to labor activity.

6. First aid

29. All actions of the first aid provider shall be qualified.

6.1 Actions for COVID-19 symptoms

30. If you have symptoms of an acute respiratory infection or suspect coronavirus infection/pneumonia, call an ambulance (103) or call a doctor at home, or call the Call Center for coronavirus infection at - 109 or 1406, or the iKOMEK 109 mobile app.

31. In case of severe infection observe preventive measures before the arrival of the ambulance team (limit contact with people, observe cough etiquette, wear a mask, do not self-medicate).

6.2 First aid in case of electric shock

32. Touching live parts causes a spasmodic state in most cases. Therefore, if the victim remains in contact with live parts, it is necessary to quickly release him from the action of the electric current. To do this:

Disconnect quickly the part of the installation to which the victim is touching;

If it is not possible to switch off the equipment quickly, separate the victim from the ground by taking necessary measures;

33. Dry clothes, a stick, a board or some dry dielectric shall be used to separate the injured person from the ground or from the live parts, no metal or wet objects shall be used for this purpose.

34. If the victim is unconscious, not breathing, has no pulse, his skin is blue, and his pupils are wide (0.5 cm in diameter), he may be considered to be clinically dead. Revive the body with mouth-to-mouth or mouth-to-nose resuscitation and external cardiac massage. Do not undress the victim, wasting precious seconds.

35. If the victim is breathing very sparingly and convulsively, but has a pulse, CPR shall be started immediately. It is not necessary that the victim be in a horizontal position when performing CPR.

36. If the victim is unconscious, his breathing shall be observed and if breathing is disturbed by the tongue hangs out, hold the lower part forward with the fingers at the corners and keep it in this position until the tongue hangs out.

37. If vomiting occurs, the victim's head and shoulders shall be turned to the left to remove the vomit.

38. When struck by lightning, the same care as for electric shock is provided.

6.3 First aid for burns

39. In case of thermal, electrical and radiation burns of the skin - treat the affected area with 70% alcohol or vodka, or in their absence, with ammonia alcohol, cover the damaged area with a sterile dressing.

40. Transfer in prone position to a surgical or burn unit with an attendant with careful observation of the victim, as at any time he may experience respiratory and cardiac arrest.

41. In case of chemical burns of the skin - carry out immediate removal of the remnants of clothing impregnated with the chemical substance and within 10-15 minutes flush the affected area with running water.

42. Treat the area of acid burns with a neutralizing agent by applying a lotion with a solution of baking soda (1 teaspoon per glass of water), and if burned with alkalis apply lotions with a solution of boric acid in the same dose, then dry the affected skin area without the use of auxiliary means.

6.4 First aid for bruises

43. Apply a cloth dampened with cold water, snow or ice to the bruised area and bandage the bruised area tightly.

44. If the integrity of the skin is broken, a sterile dressing shall be applied, and if there is no such dressing, a tight bandage shall be applied.

6.5 First aid for fainting (short-term loss of consciousness)

45. You shall lie on your back with your head down and turned to the side, raise your legs, check your breathing and pulse, unbutton your collar, loosen your belt, splash your face and chest with water and rub them with a towel dipped in cold water, put a cool wet compress on your forehead, breathe in ammonia vapor, and if not, cologne or vinegar, open the window.