



EHS Management System Documentation		No.: G-EHS-8.1-01-21	
Subject: General EHS Guidelines for Employees			
Effective Date: January 9th 2023	Rev.: 2.0	Page 1 of 7	Status: Released

Contents

- I. **HEALTH AND SAFETY GUIDELINES**..... 2
 - 1. **First aid**..... 2
 - 2. **Emergency Situations and Response**..... 3
 - 3. **Wire safety** 4
 - 4. **Ergonomics**..... 4
- II. **ENVIRONMENTAL GUIDELINES**..... 5
 - 1. **Waste and Recycling**..... 5
 - 2. **Energy Consumption and Carbon Footprint Management**..... 5
- III. **EHS MANAGEMENT AT AMDOCS**..... 5

EHS Management System Documentation		No.: G-EHS-8.1-01-21	
Subject: General EHS Guidelines for Employees			
Effective Date: January 9th 2023	Rev.: 2.0	Page 2 of 7	Status: Released

I. HEALTH AND SAFETY GUIDELINES

1. First aid

a. First Aid injury

At every Amdocs site there are designated first aiders and first aid kits.

- i. In case of First Aid injury you must always contact the First Aider at your site. The first aider will assist you, and in case of a serious injury, by ensuring that you receive medical assistance from the nearest hospital. This may involve calling an ambulance.
- ii. Do not use any items from the first aid box without consulting the first aiders.
- iii. For assistance please contact the reception desk / site admin / [EHS Coordinator](#), and a trained first aider to help you. For site specific information– see local procedures and bulletin boards.
- iv. You can also obtain support for every emergency situation by reporting to the Amdocs Emergency service center (+972-9-7769222 ext. 0) – additional contacts per region at the [Security Portal](#).

b. Medical Emergencies


In case of a medical emergency, please follow the following instructions:

- i. Remain with the employee in need.
- ii. Provide first aid yourself if you are a qualified first aider.
- v. If you are not a qualified first aider, contact a first aid provider, medical emergency services or the local EHS Coordinator. The first aider will assist you, and in case of a serious injury, by ensuring that you receive medical assistance from the nearest hospital. This may involve calling an ambulance.
- iii. Report to Amdocs Emergency service center (+972-9-7769222 ext. 0).
- iv. If you receive any phone instructions please follow them, and respect and consider local Health and Safety regulations.

c. Accidents and Incidents report

Amdocs is committed to providing a safe and healthy work environment to all employees, sub-contractors and visitors at all Amdocs sites. Amdocs is taking measures to prevent accidents and work-related injuries, yet when such incidents occur, we need you to report them to your site [EHS Coordinator](#) so that he/she can investigate them and prevent similar future incidents. In some countries the accident may need to be reported to the local governmental organization.

Please report the following types of incidents:

EHS Management System Documentation		No.: G-EHS-8.1-01-21	
Subject: General EHS Guidelines for Employees			
Effective Date: January 9th 2023	Rev.: 2.0	Page 3 of 7	Status: Released

- i. Safety incident - Event that gave rise to a work related accident/illness, or had the potential to lead to a work related accident/illness
- ii. Accident or First Aid Accident
- iii. Ergonomic incidents - Work-related illness due to ergonomic conditions

2. Emergency Situations and Response

a. Prepare yourself in advance:


- i. Make yourself familiar with the Emergency Evacuation Procedures for their building, check evacuation maps and exits that are closer to your location, rather than the exit you are most familiar with.
- ii. The participation of all employees is mandatory during all emergency drills.
- iii. For additional site specific information – see local procedures and bulletin boards, or your site [EHS Coordinator](#).
- iv. Be aware that visitors, including contractors, present at the office during drills or emergency situations are under Amdocs employee's responsibility. Please guide your visitors and ensure that they are familiar with the local emergency procedures.
- v. Only smoke at designated areas and not close to combustible or flammable materials (example: diesel generators).

b. Fire

- i. On discovering smoke or fire, please activate the nearest fire alarm and leave the building.
- ii. Do not attempt to fight the fire UNLESS you are trained in doing so.
- iii. In the event of a fire, please follow the procedure as displayed for your site and the instructions of the local floor marshals / Emergency Response Team.
- iv. As a general rule: Do not panic.

c. Guidelines for emergency evacuation

- i. Everyone shall evacuate the building by way of the safest and closest exit and/or stairway.
- ii. Listen and follow instructions from the Floor Marshals / ERT.
- iii. In order to prevent injury and possible panic during evacuation:
 - a. Walk quietly but quickly to the nearest exit and proceed to the assembly point outside the building to await further instructions.
 - b. Do not run, push, or overtake
 - c. Use stairs – NEVER use the elevators or lifts
 - d. Do not stop or come back to take personal belongings.
 - e. Do not take food or beverages during the evacuation.

EHS Management System Documentation		No.: G-EHS-8.1-01-21	
Subject: General EHS Guidelines for Employees			
Effective Date: January 9th 2023	Rev.: 2.0	Page 4 of 7	Status: Released

- f. If you are not wearing comfortable shoes (ex. high heels), please remove them on the stairways.
- iv. Pay attention to any difficulties experienced as a result of the chosen escape routes, such as doors being difficult to open or exits being blocked. If any encountered, please inform the fire warden or [EHS Coordinator](#) from your site.
- v. If you notice an accident or incident occurring, immediately communicate to the ERT.
- vi. Once outside the building, move away from the building. Assemble on the pre-arranged assembling point.
- vii. The front of the building is where the ERT, fire fighters and fire trucks will be operating. Do not obstruct their access to the building.
- viii. Do not return to your building until the "all clear" is given by the Floor Marshals or ERT.
- ix. Report to the emergency team regarding missing co-workers.


3. Wire safety

While moving to a different location or adjusting your workstation, please notice the following safety instructions. In case you require any support, contact the local facilities personnel:

- i. All workstation wires are collected in a wire sleeve or fastened underneath the desk.
- ii. Use of extension cables is avoided. Use of two extension cords in line is prohibited.
- iii. Review and contact the facilities personnel in case wires are uncovered or badly twisted.
- iv. Personal electrical appliances are not allowed in the offices other than phone chargers (personal heaters, toaster ovens, heaters and coffee machines are not allowed). They may cause fire, electrocution, electrical short or burns, and overload the electrical system at the Amdocs office.

4. Ergonomics

- i. Adjust your work station according to the guidelines on the [e-learning training](#) modules.
- ii. Stretch, exercise and take breaks from extended sitting positions.
- iii. If you are experiencing difficulties and need additional guidance, please contact your local [EHS Coordinator](#).

EHS Management System Documentation		No.: G-EHS-8.1-01-21	
Subject: General EHS Guidelines for Employees			
Effective Date: January 9th 2023	Rev.: 2.0	Page 5 of 7	Status: Released

II. ENVIRONMENTAL GUIDELINES

Amdocs strives to ensure that our operations are conducted in an environmentally responsible and sustainable manner by minimizing the environmental impact of our operations and mutual commitment with our business partners.

Amdocs is committed to:

- Conserve natural resources by reducing the use of energy, consumables and water
- Minimize pollution by reducing greenhouse gases (GHG) emissions and reducing landfill waste
- Engage in innovation of products and solutions with reduced environmental impact

We require every employee's efforts and support to constantly improve our environmental performance. See below some key environmental topics you can have an impact:

1. Waste and Recycling


Separate the waste streams according to available waste bins at common areas and follow the local regulations and/or building's instructions, to the most extent possible.

2. Energy Consumption and Carbon Footprint Management

Please join us in the effort to reduce Amdocs' environmental impact by:

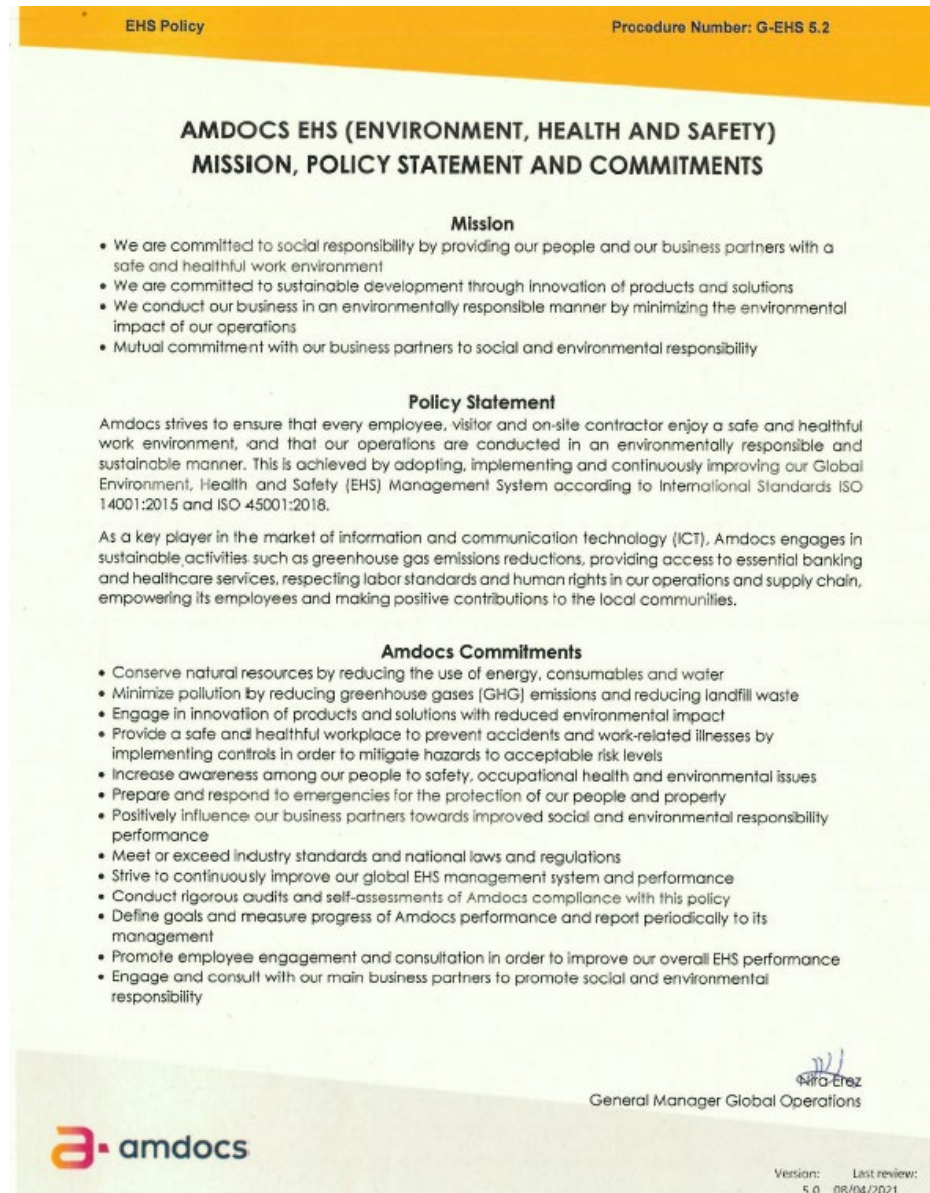
- i. Shutting down/hibernating your PC/laptop whenever possible (according to IT instructions)
- ii. Turning off lights and air-conditioning when leaving your office / workspace
- iii. Using natural light - Often times natural light is available and does a better job than artificial light
- iv. Printing only when essential
- v. Organizing a "car pool" - even sharing one vehicle between a few employees reduces the environmental impact of each journey
- vi. Using public transportation or cycling to work
- vii. Using Video Conferencing (VC) options instead of air travel whenever possible
- viii. Avoid using single-use plastic items in the office

III. EHS MANAGEMENT AT AMDOCS


EHS Management System Documentation		No.: G-EHS-8.1-01-21	
Subject: General EHS Guidelines for Employees			
Effective Date: January 9th 2023	Rev.: 2.0	Page 6 of 7	Status: Released

Amdocs strives to ensure that every employee enjoys a safe and healthy work environment, and that our operations are conducted in an environmentally responsible and sustainable manner.

The EHS Policy, approved by the General Manager of Global Operations is being implemented worldwide.



This is achieved by adopting, implementing and continuously improving our Global Environment, Health and Safety (EHS) Management System according to International Standards ISO 14001:2015 and ISO 45001:2018.

EHS Management System Documentation	No.: G-EHS-8.1-01-21	
Subject: General EHS Guidelines for Employees		
Effective Date: January 9th 2023	Rev.: 2.0	Page 7 of 7
Status: Released		



MEMBER OF






CERTIFICATE

This is to certify that the Environmental Management System of

AMDOCS

WORLDWIDE

Has been assessed and complies with the requirements of :

ISO 14001:2015

This Certificate is Applicable to

Provider of software and services for communications, media and entertainment industry service-providers.

Initial Approval:	06/09/2010	Certificate No.:	91868
Certification Decision:	04/12/2022		
Valid Until:	06/09/2025		

SI-QCD assumes no liability to any party other than the client, and then only in accordance with the agreed upon Certification Agreement. This certificate's validity is subject to the organization maintaining their system in accordance with SI-QCD requirements for system certification. The continued validity may be verified via scanning the code with a smartphone, or via website www.sii.org.il. This certificate remains the property of SI-QCD.


Dr. Gilad Golub
CEO


R.N 511251217


Avital Weinberg
Director, Quality & Certification Division

Page 1 of 6 The Standards Institution of Israel -Your Preferred Choice



MEMBER OF




CERTIFICATE

This is to certify that the Occupational Health and Safety Management Systems of

AMDOCS

WORLDWIDE

Has been assessed and complies with the requirements of :

ISO 45001:2018

This Certificate is Applicable to

Provider of software and services for communications, media and entertainment industry service-providers.

Initial Approval:	06/09/2010	Revised:	07/11/2022
Certification Decision:	31/10/2022	Certificate No.:	109437
Valid Until:	06/09/2025		

SI-QCD assumes no liability to any party other than the client, and then only in accordance with the agreed upon Certification Agreement. This certificate's validity is subject to the organization maintaining their system in accordance with SI-QCD requirements for system certification. The continued validity may be verified via scanning the code with a smartphone, or via website www.sii.org.il. This certificate remains the property of SI-QCD.


Dr. Gilad Golub
CEO


R.N 511251217


Avital Weinberg
Director, Quality & Certification Division

Page 1 of 6 The Standards Institution of Israel -Your Preferred Choice

For more details of Global EHS activities and performance, please take a look at the yearly CSR Report and additional information at [Amdocs website](http://amddocs.com). If you have any questions or need support, please contact your [EHS Coordinator](#) or the [Global EHS Team](#).