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ENVIRONMENTAL COMMITMENT FOR PROVIDERS

DETAILS OF SERVICE PROVIDER COMPANY	
Date	Name
Activity	
Contact person	
Name	
Telephone	Email address
Crédit Andorra contact	
Area/ Department/ Unit	
Contact person	
Telephone	Email address

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In compliance with its environmental policy and in accordance with the regulatory obligations of its Environmental Management System certified under ISO 14001:2015, Crèdit Andorrà has established a number of requirements for external companies contracted for the provision of services and/or products (hereinafter “the provider”), as set down below.


Crèdit Andorrà will provide the contracted companies with the information required for the proper implementation of the Environmental Management System requirements and requests that a responsible party signs this commitment.

General requirements


- The companies contracted by Crèdit Andorrà for the provision of services and products undertake to comply with current legislation on environmental matters and applicable internal regulations throughout the duration of the contract with Crèdit Andorrà.
- The provider is responsible for ensuring the adequate disclosure of the requirements deriving from applicable environmental regulations and the content of this environmental commitment, providing training in these matters if necessary, to the personnel involved in the provision of services to Crèdit Andorrà. Claims of ignorance or a lack of knowledge concerning these matters will not be accepted.
- When the provider carries out its activity on the Crèdit Andorrà premises covered by the scope of the Environmental Management System, it will also undertake to minimise the direct negative impact that this activity may have on the environment.

Furthermore, and when applicable according to the activity:

- The provider will use resources in a reasonable and sustainable manner, prioritising the use of non-polluting and non-toxic materials with a low environmental impact.
- The provider will not carry out any spillage of materials, regardless of the receiving environment (sewerage network, river beds, etc.).

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- On completion of the work, the provider undertakes to leave the work area free of waste, debris and any other residue generated during the course of the activity, in compliance with indications on the recycling system set down in the Operational Control Procedure of the Environmental Management System, which Crèdit Andorrà will deliver to the provider alongside the contract.
- The provider will ensure that all waste generated in the course of its activity is managed in accordance with the current legal regulations, providing the necessary documentary evidence thereof. In the event that treatment by an authorised external manager is required, the provider will deliver the corresponding certifying documentation to the person in charge of contracting the service at Crèdit Andorrà.
- In the event of an incident resulting in an impact on the environment during the course of the contracted services, the provider will immediately report the event to the contracting manager so that it may be reported to the person responsible for the Environmental Management System of Crèdit Andorra. This person will then decide on the necessary corrective actions to be taken.
- In the event of any doubts concerning environmental management, the provider will consult with the contracting manager who will, in turn, pass the query on to the person responsible for the Environmental Management System, if necessary.
- The provider undertakes to provide Crèdit Andorrà with all information on environmental matters and information concerning its services upon request.
- Smoking is strictly prohibited on all Crèdit Andorrà premises.


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Specific requirements for providers that handle hazardous or potentially hazardous substances

- The provider will prioritise the use of biodegradable and environmentally-friendly substances where possible.
- The provider will ensure the proper storage of all hazardous or potentially hazardous substances, provide a dedicated and appropriately indicated space for these substances that is differentiated from other areas, and ensure that the technical characteristics of the substances are clearly visible. Furthermore:
 - All substances must carry adequate labels so that they may be identified, including, as a minimum requirement, storage conditions, the personal protective equipment necessary to handle the substances, and emergency measures to be taken in the event of an accident.
 - Where possible, if a substance is transferred into another container, the new container must be adequately labelled and clean, or it must have previously contained the same material.
 - The provider will store incompatible or reactive substances separately, bearing in mind the possible reactions that may occur if substances are mixed and the consequences.
 - The provider will implement the necessary measures to prevent possible spillages, as well as necessary containment and waterproofing elements and absorbent materials in order to clean up possible spillages. All liquid substances will be stored on top of waterproof surfaces or spill trays.


Specific requirements for providers that perform tasks that generate noise

- The provider will ensure that the noise restrictions applicable to the posting are respected in accordance with current regulations.
- The maintenance and servicing of any equipment that may generate noise will be adequate and, where applicable, pursuant to the legislation in force. The equipment will also bear CE markings (European Commission).

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Specific requirements for providers of fire-prevention services

- The provider will ensure compliance with current F-gas legislation in all installation and removal operations of fire-prevention systems.
- The provider will ensure the removal and recycling of mobile and portable extinguishers, in accordance with current legislation, and will provide the necessary certifying documentation upon request by Crèdit Andorrà.
- When servicing extinguishers, the provider must indicate the date on the label certifying the last service carried out in the following format: **dd/mm/yyyy**.
- The provider undertakes to comply with the safety regulations and implementing procedures considered necessary by the Physical Security Department of Crèdit Andorrà.
- The Physical Security Department of Crèdit Andorrà will regularly monitor new developments on the market and communicate them to the providers as requirements, in order to acquire the most environmentally-friendly equipment, prioritising at all times the effectiveness of such equipment.

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Mr/ Ms _____, on behalf of (*name of company*) _____,

hereby undertakes to inform company employees of, and ensure they comply with, the requirements set down by Crèdit Andorrà's Environmental Management System with regard to the environment, and confirms receipt of the environmental policy and guidelines on good environmental practices.

Date _____

Signature of representative _____

This document may be modified should it be deemed necessary by Crèdit Andorrà, SA. Crèdit Andorrà, SA undertakes to submit the new document to the contracted company in order to communicate the changes made.

[CSR Policy](#)

[Environmental practices guide](#) (in catalan)