

**GENERAL RULES
OF ORDER AND
SAFETY RULES**



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1. Purpose

Teracom aims to create conditions for a safe and healthy work environment at its facilities through our general rules of order and safety regulations. Work environment efforts, electrical and traffic safety, as well as fire protection, shall be conducted systematically and characterized by preventive measures and continuous improvement.

The rules of order and safety regulations apply at all locations where Teracom operates. These may be supplemented with specific rules for each individual facility.

The regulations complement, but do not replace, applicable laws and official regulations.

Everyone present within Teracom's work areas must comply with these rules.

The term contractor is used in this document and includes all parties, contractors, clients, and visitors performing work at the facility.

In case of uncertainty regarding which rules apply at Teracom's workplaces, the coordination manager at the station must be contacted.

The work environment plan for projects must be followed.

Anyone who violates the applicable rules may be removed and/or banned from the workplace.

Note. In case of issues regarding interpretation of this document, the Swedish original document prevails.

2. Responsibility

Each contractor shall individually ensure that their own operations and equipment at the facility do not expose anyone working there to ill health or accidents.

The contractor is responsible for ensuring that relevant personnel are familiar with the contents of these regulations. Furthermore, the contractor is obliged, in consultation with the designated contact person, to ascertain which additional instructions and rules apply to the assignment.

As the employer of their own employees, including any hired personnel, the contractor has an independent responsibility to ensure that their organization has a functioning systematic work environment management system. This means that each contractor is responsible for, among other things, conducting risk assessments and work preparations for their own tasks, informing their employees—including hired personnel—about the risks involved in the work, and training them so that they know how to protect themselves from these risks and how to act if something happens.

2.1. Coordination responsibility at a permanent workplace

When multiple employers operate at the same location, there must be a person or company responsible for coordinating the work environment efforts. Teracom AB, through an appointed contact person, holds the responsibility for coordinating activities at our facilities.

For construction and civil engineering work, Teracom AB must appoint a Work Environment Coordinator for both planning and execution, unless otherwise agreed. Each contractor is responsible for the work environment of their own employees and must inform the coordination responsible party well in advance if the work to be performed involves risks that require coordination.

3. Access rules for Teracom's facilities

The access rules for Teracom's facilities must be followed. These are available on [Teracom's website](#).

Access is permitted to Teracom's facilities around the clock if needed and for the duration required to complete the task.

It is strictly prohibited to stay overnight at Teracom's facilities or to use them as a rest area in any other way.

4. Contact information

Contact details for the coordination responsible, site manager, power operations manager/technical manager for electrical systems, and the permit responsible for hot work are posted at the relevant facility

Kontaktuppgifter till samordningsansvarig, stationsansvarig och eldriftledare/teknikansvarig kraft och tillståndsansvarig heta arbeten finns anslaget på aktuell anläggning.

Kommenterad [LV1]: I kundutrymmen när kunderna inte kommer åt blå tavlan behöver det finnas information om kontaktuppgifter, HF-mätningar, och anvisningar till räddningstjänst. Är det större än en enskild bod ska anslaget också innehålla utrymningsplan och återsamlingsplats

5. General conduct and safety rules

To achieve safe workplaces, it is essential that everyone contributes by:

- Choosing safe behaviors and not taking risky shortcuts due to time pressure, cost, or convenience.
- Intervening in risky behaviors, pointing out safety deficiencies, and, if necessary, notifying the station manager or the coordination manager.
- Using the prescribed protective equipment.
- Keeping the risk analysis updated for the work to be carried out.
- Ensuring that offensive behavior does not occur in the workplace.

5.1. Alcohol and drugs

Teracom's facilities must be free from alcohol and drugs. Individuals under the influence of alcohol and drugs will be immediately removed from the facility by the respective employer/contractor.



5.2. Smoking

Smoking is prohibited indoors at all Teracom facilities and must take place at least 10 meters away from any buildings

5.3. Clean and tidy

Our facilities must be designed to ensure safe conditions for everyone present on or around them.

- The workplace must be kept tidy. Waste and leftover materials must be promptly removed and must not be left behind after work is completed.
- Materials and supplies must be stored in designated areas and in a safe manner.
- Access routes, transport paths, evacuation paths, and emergency exits must never be blocked.
- Barriers and markings must be respected.

5.4. Parking

Parking must be arranged so that vehicles do not block access roads or doors. If marked parking spaces are available, they must be used. If work is being carried out in the mast or there is a risk of falling objects, vehicles must be parked under a protective roof or outside the risk area.

6. Risks at work

Before starting work, everyone must ensure they understand how the work is to be carried out and that everyone is aware of the current conditions and safety measures.

Below are the minimum guidelines applicable to common risks at Teracom's facilities.

6.1. Work in and around masts and towers Arbete i och vid mast och torn

Work in masts and towers must comply with the requirements of the Swedish Work Environment Authority's regulations as well as any site-specific rules. Training certificates and certificates of fitness for service must be available for inspection upon request.

Work at height in masts and towers must not be carried out as solitary work.

Anyone climbing a mast or tower must use fall protection in accordance with EN363:2004, which must provide both fall prevention and fall arrest.

The contractor is responsible for ensuring that rescue equipment is available. The rescue equipment must be suitable for mast work, have a rope length of 100 meters, and be sealed.

Climbing a mast may only be performed by someone with an approved mast booking for the specific time.



If a climbing ban is in effect or introduced during the course of the work, it must be respected and followed.

A safety helmet must always be worn within the risk area when there is a risk of falling ice or when work is being carried out in the mast.

Tools and materials must be stored in a safe place and secured against falling. Items that cannot be safely anchored cannot be left in the mast after the work shift or task is completed.

For tasks that require lifting heavy goods, the contractor must specifically inform the coordination manager or another contact person before the lifting operation begins.

6.1.1. Size of the risk area

The risk area is a circular zone around the mast with a radius equal to two-thirds of the working height in the mast.

The risk area for falling ice is a circular zone around the mast with a radius equal to two-thirds of the mast's total height.

6.1.2. Signage

When someone is present in the mast or when work is being carried out that poses a risk of falling objects, a sign must be placed at the boundary of the risk area and at other locations where third parties might enter the risk zone around the mast. The sign must inform that work is in progress and that there is a risk of falling objects. For larger or longer-duration work, it may also be advisable to use marking tape.

At facilities equipped with such systems, a red warning light indicating mast work must be turned on before work begins. Ensure that the light is on before starting the work.

6.1.3. Mast lift

Only individuals who have received training on the specific type of mast lift may operate the lift. Mast lift training is conducted under the direction of Teracom and must be repeated at least every five years. When using the mast lift, the operator is required to comply with the lift's weight and speed limitations. Any operator who damages the lift due to careless handling may be held liable for the cost of repairs.

6.2. Asbestos

Asbestos-containing flooring materials may be present in Teracom's technical areas. Any interference with the flooring is strictly prohibited unless a certified asbestos analysis has confirmed that the materials are asbestos-free, or Teracom has officially stated that the flooring is free from asbestos.

Examples of interference include drilling, processing, handling of damaged flooring materials, or any other activity that may release asbestos fibers from the materials.



If asbestos is discovered, the flooring must be decontaminated before any interference is allowed. Attention must also be paid to older insulation materials or components that appear to be made of fiber cement (eternit), as these may contain asbestos.

6.3. High-Frequency Electromagnetic Fields (HF)

Teracom regularly conducts measurements of electromagnetic fields. Information about measured electromagnetic field levels must be available at the station and in the mast lift.

For work that requires presence in or passage through areas with high-frequency fields, Teracom's procedure for transmitter shutdown and power reduction during mast work must be followed.

6.4. Work involving risk of falling

Personal fall protection equipment must be used whenever there is a risk of falling and collective fall protection (such as guardrails, work platforms, man baskets, scaffolding, etc.) cannot be used.

Work involving personal fall protection equipment must be carried out by trained personnel and must never be performed as solitary work.

Ladders may only be used as temporary access or for short-duration tasks.

6.5. Presence in Operational and Electrical Rooms

To gain access to these areas, the contractor's personnel must have completed training at a level equivalent to ELSA or ESA-14 Access, as required by the electrical operations manager or the responsible power technician.

6.6. Noise, vibrations and dust

If the work involves harmful or disruptive noise, the contractor must inform the coordination manager well in advance of the work being carried out. This applies both to the working environment and to consideration for the surrounding area. For work that generates noise outside the facility's premises, the municipality must be consulted regarding potential noise-reduction measures and scheduling.

Measures must be taken to reduce or contain dust-generating work through planning and the choice of methods, machinery, and equipment. Dust should be minimized as close to the source as possible, for example through watering, integrated extraction, or point extraction. Appropriate respiratory protection must be used during dusty work.

Each contractor is responsible for cleaning up after the work is completed to remove any dust.

6.7. Chemical products and hazardous substances

Each contractor is responsible for providing information about hazardous substances and high-risk work to the coordination manager or the appointed safety coordinator (Bas-U), including relevant protective measures for both their own personnel and others working

in the area. If the contractor handles chemical products, safety data sheets (in Swedish) must be submitted to the coordination manager or Bas-U.

6.8. Falling objects

If there is a risk of personal injury due to falling objects, the contractor is responsible for implementing measures to minimize the risk. This must be given special attention along access and transport routes. Clear barriers and, if necessary, a guard must be used to prevent individuals from entering areas where there is a risk of being struck by falling objects. See also the section on work in and around masts and towers for guidelines related to mast work.

7. Personal protection and safety equipment

Anyone present outdoors within the risk area during mast work or when there is a risk of falling debris must wear a helmet.

Flame-resistant clothing must be worn when working in operational and electrical rooms.

Protective footwear with puncture-resistant soles and toe caps must be worn when working outside of office or staff areas.

8. Accidents, incidents and deviations

The contractor must immediately report any deviations that have caused or may cause work-related injuries, health issues, or damage to equipment or functionality to Teracom.

Reporting must be done through the IA system.

App account Entreprenörer

User name: TeracomGuest

Password: TeracomSamhällsnät2025

Web account: Entreprenörer

User name: TeracomEntreprenör

Password: TeracomSamhällsnät2025

9. First aid and crisis support

The contractor is responsible for ensuring that the necessary preparedness for first aid and crisis support is in place according to the needs of their operations. Some of Teracom's facilities are equipped with defibrillators.

Everyone on site must be aware of the location of emergency exits and the designated assembly point. Evacuation routes and emergency exits are signposted. The evacuation plan and assembly point must be posted at the station.



10. Fire Prevention Measures and Hot Work

The contractor must provide information on how flammable materials are to be used and stored.

Before performing hot work involving fire hazards, the contractor must be able to present a valid certificate of competence. No hot work involving fire hazards may be carried out without a written permit from the designated permit issuer at Teracom AB. Permits are normally issued on a daily basis and must typically be renewed each day if the work continues over multiple days.

11. Electrical Safety

No electrical installation work may be carried out before the responsible electrical operations manager or power technician has been informed and has given approval. Connection to Teracom's electrical system must be carried out in accordance with the pre-defined instructions. If the work involves electrical installations, the contractor must be registered with the Swedish National Electrical Safety Board (Elsäkerhetsverket) and have a self-inspection program that covers the relevant installation area.

12. Vehicles, Machinery, and Work Equipment

The contractor must ensure that inspections and maintenance of machinery and equipment meet applicable requirements.


The contractor is responsible for ensuring that any lifting or transport equipment they provide has been inspected in accordance with the Swedish Work Environment Authority's regulations. The same applies to ongoing supervision of lifting devices, lifting accessories, and pressure vessels. Personnel performing tasks that require certification—such as crane operators, wheel loader operators, or users of overhead cranes—must present written documentation of completed training. In cases where written permits are required (e.g., for operating powered lifting equipment, including load attachment and use of mobile work platforms or forklifts, and equipment with forks), such permits must be submitted to the coordination manager before work begins.

The use of mobile phones is prohibited when operating work machinery or during tasks that require high attention.

The maximum permitted speed is 30 km/h. Idling is not allowed.

13. Safety Devices

If the contractor removes a shared safety device or part of it due to their own work, they must secure the area, report this to the coordination manager or Bas-U, and immediately restore the removed safety device once the work is completed. The person who removed the protection is responsible for ensuring it is reinstalled.



Fall hazards caused by, for example, floor openings, removal of handrails, or opening of floor hatches must be eliminated by the contractor. Failing to cordon off the risk area or to restore fixed safety devices is a personal criminal offense.

If the regular lighting is disconnected, the contractor is responsible for providing temporary lighting at the affected location.

14. Other Safety Regulations

These rules represent minimum requirements. Additional local regulations may apply at specific facilities.

Adjustments may only be made by the person responsible for the work environment at the site, and only after a written risk assessment. The coordination manager may have issued local rules.

Other safety regulations may also apply. They can be found at <https://www.teracom.se/om-teracom/leverantorsinformation/anvisningar-for-entreprenorer>