

## Procedure Rules for Using Versobank AS Premises

Procedure Rules for Using Versobank AS Premises (hereinafter: the Procedure Rules) stipulate the regulation regarding the entry to and use of premises of Versobank AS (hereinafter: the Bank) along with fire safety regulations. The Procedure Rules are mandatory, to be fulfilled by all the Employees, the Customers and the visitors.

### **1. Each private person has to follow the Procedure Rules while being in the Bank's premises:**

- \* comply with the legislation of the Republic of Estonia, lawful requirements and orders of police and/or the Bank's employees, including employees of the Security Company (AS G4S Eesti);
- \* use the Bank's premises, furniture and equipment following its purpose of use. Relocation of furniture or equipment is not allowed;
- \* prudently use the Bank's assets. Direct material losses must be compensated to the Bank, if caused by wrongful useage of Bank's assets resulting in breakage, destruction, loss etc.;
- \* maintain cleanliness and order.

### **2. It is strictly prohibited to:**

- \* smoke indoors (this includes electronic sigarets);
- \* use open fire (including candles);
- \* enter the Bank's premises:
  - \* with weapon(s) (including firearms, cut-and-thrust weapons, etc.), except contractual security guards on duty and/or police officials carrying out official duties,
  - \* with explosives, radioactive and/or easily flammable materials,
  - \* in obvious state of intoxication,
  - \* with animals,
  - \* in dirty clothing or belongings, which could spoil the furniture or the Bank's premises, clothes of the Employees and / or the Customers.

The Customer Managers are not obligated to service the Customers not complying with these Procedure Rules.

### **3. Other rules and regulations:**

- \* please contact the Customer Manager first prior to using the safe deposit boxes;
- \* the Customers are serviced if needed also on the 3<sup>rd</sup> floor during Office Hours in addition to the banking hall on the 2<sup>nd</sup> floor;  
Please contact the Secretary if your meeting is scheduled to take place of the 3<sup>rd</sup> floor, who opens access to the meeting room;
- \* the Customers can use the internet bank (ibVerso) on the 2<sup>nd</sup> floor, please contact the Customer Manager;
- \* the Customers can have a short term wifi access, the Secretary shall provide a password;
- \* the Bank will not assume responsibility over personal belonging left in the Bank's premises;
- \* telephone calls are recorded for the Customer service purposes as well as to perform rights and/or obligations arising from the legislation and/or the contracts, which are signed with the Customers;
- \* video surveillance cameras are used indoors and outdoors for security purposes;
- \* filming, taking pictures and/or voice recordings are allowed in Bank's premises only by a permit of the Member of the Management Board of the Bank and in terms and conditions stipulated in legislative acts.

### **4. Fire safety regulations**

4.1. Each private person has to follow the fire safety regulations in Bank's premises, including:

- \* not to engage in activities, which could result in a fire and/or explosion;
- \* familiarise oneself with the evacuation routes and locations of fire extinguishing equipment;
- \* smoking is allowed only outside the building;
- \* not to close or block the evacuation routes or emergency exits;

\* The Employee must turn off unnecessary electric equipment when leaving the premises.

#### 4.2. Actions in the case of fire.

All persons must leave the Bank's premises immediately in a case of fire and/or system alarm following the closest marked evacuation route, following the instructions of the Employees and / or rescue team members.

In case of fire or detecting smoke the Employee who noticed it must:

- \* immediately notify the rescue call center by phone 112, informing where the fire has broken out and what is on fire, giving also his/hers family name and phone number used to pass the information;
- \* warn the people in danger, pressing the alarm button if the fire bells are not ringing;
- \* assist the Customers in evacuation;
- \* if possible extinguish fire, without putting oneself in danger;
- \* if possible, try to stop the fire from spreading (by closing doors and windows);
- \* inform the Bank's business continuity contact person of the fire.

When the fire brigades and rescue teams arrive, inform their team leaders of:

- \* place and extent of fire;
- \* possible treat to people;
- \* other potential threats connected with the fire.