





ROTTERDAM AHOY

HANDBOOK FOR WORKING SAFELY

2024 (version 1)

Inhoud

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PREAMBLE

You have before you the Handbook for Working Safely for the entire complex of Rotterdam Ahoy (The Ahoy Arena, the exhibition halls, the Rotterdam Ahoy Convention Centre, the office and the outside area). All the rules contained in this handbook apply to the most common activities during the assembly and dismantling period as well as maintenance and modification projects throughout the complex. These rules have been drawn up to ensure the safety of persons working at Rotterdam Ahoy. In addition, this handbook is a guideline for the enforcement of occupational health and safety legislation.

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1 GENERAL INFORMATION

1.1 General preconditions

This manual is part of the venue regulations (lease regulations) and/or agreement for the performance of maintenance and/or modification work. The venue regulations (lease regulations) provide full insight into the preconditions for participating in an event at Rotterdam Ahoy or organizing an event at Rotterdam Ahoy or to carry out maintenance and/or modification work safely and in accordance with the law.

The employer is obliged to ensure good working conditions. Employees and third parties are obliged to exercise due care and attention in order to avoid risks to safety and health. Any employee, self-employed person, exhibitor or visitor must correctly use relevant personal protective equipment during relevant activities (see Section 4).

1.1.1 Identity requirement and age

According to the Compulsory Identification Act, everyone in the Netherlands aged 14 and over must carry a valid identity document and show it to the competent authority if requested to do so. At Rotterdam Ahoy also, everyone must be able to show their proof of identity upon request.

The following (valid) identity documents are accepted for Dutch citizens:

- Dutch passport, Dutch identity card or Dutch driving license

The following identity documents are accepted for non-Dutch nationals:

- Residence permit of the Aliens Department
- The foreign passport in which a residence permit has been registered by the Aliens Department
- Identity card of a Member State of the European Union
- The refugee or alien's passport

Refusal to show a valid identity document may result in the person concerned being denied further access and being removed from the premises. It is not permitted to admit persons under the age of 16 during the assembly or dismantling of fairs, congresses and events (this includes during holidays/holiday periods). Young workers who have not yet reached the age of 18 and trainees may only carry out work that does not pose any danger to health or the environment. If a risk to health or the environment may arise, competent supervision must be present during the performance of the work.

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1.1.2 Codes of conduct with regard to safety

Each employer is responsible for the working conditions and also for the working conditions of the employees and other persons in the workplace in the immediate vicinity of the employee. The employee must comply with applicable regulations, orders, instructions and procedures relating to safety in the broadest sense of the word. In addition, the employee must inform persons in the immediate vicinity of the importance of and compliance with the regulations, orders, instructions and procedures.

A fire, accident or other emergency must be reported immediately via the internal emergency number **3112.** The external emergency number is **+31 (0)10 2933 112**. Clearly identify yourself, and explain what happened and where it happened. The Gatekeeper will take the necessary action.

Thefts or lost property must be reported to the Gatekeeper.

Bringing along and/or carrying (unauthorized) weapons in and around the entire complex of Rotterdam Ahoy is strictly forbidden.

During the assembly/dismantling period or maintenance and/or modification work in the exhibition and event halls, Ahoy Arena, Ahoy Plaza, RTM Stage and/or conference and meeting centre, employees and other passers-by are strongly advised not to walk through the areas mentioned.

1.1.3 Work

All work must be carried out with care, caution and not in a hurry, in order to reduce the risk of unsafe situations. The workload can be reduced by ensuring clear work planning, sufficient breaks and clear tasks. To prevent injury, no rings, piercings, watches, bracelets or necklaces should be worn while working. Wearing jewelry or loose clothing is in any case not permitted when performing work involving (mechanically) rotating parts.

Work must be properly prepared in advance; poor preparation can lead to unsafe situations. Unsafe situations must be reported immediately to the Project Manager of Rotterdam Ahoy on duty or, in the event of maintenance and/or modification work, to the Technical Services department. If there is any uncertainty about certain activities, please contact the relevant contact person.

When operating machines, during hoisting work and catering, long hair must be worn in a (short) tail or in a hair net. Equipment and tools may only be used for their intended purpose, and the person operating them must be familiar with their operation.

1.1.4 Condition of the workplace at the end of the working day

After completion of the daily work, the workplace must:

- Be left safe and provided with markings
- Be locked if it may pose a danger

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- Be provided with a warning sign if it cannot be locked

These safety provisions will be inspected by the supervisor.

1.1.5 Access policy

During assembly and dismantling, the entire complex of Rotterdam Ahoy is only accessible with a valid access badge. With the exception of courier services, for which special courier and supplier badges are made available, everyone who enters the complex during assembly and dismantling of events must register (online) for a fair/event. Stand constructors and suppliers are urged to register in advance in order to facilitate a rapid throughput upon arrival. Registration is also possible at the relevant registration point within the Rotterdam Ahoy complex. This requires a demonstrably valid identity document (non-EU residents also require a valid work permit).

During maintenance and modification work, the entire complex of Rotterdam Ahoy is only accessible with a valid access badge. These can be requested from and registered at the Gatekeeper's Lodge in the Plaza.

Everyone must wear the access/visitor badge in a visible place and wear recognizable work clothing provided by the employer.

1.2 Liability

Rotterdam Ahoy is not liable for any form of damage and/or loss of goods, tools or possessions. In addition, Rotterdam Ahoy is not liable for any bodily injury, except in case of intent or gross negligence on the part of Rotterdam Ahoy.

1.3 Duties and responsibilities

Everyone is responsible for their own working conditions and those of their colleagues and other persons in the workplace in the immediate vicinity of the employee. The employer of the workers is responsible for the instruction and supervision of his or her own employees.

1.4 Permits/licenses

Certain activities require applying for a (hot) work permit. In the situation where ‘safe working permits’ would be required within a company, these must also be applied for by employees of third parties from the person in charge of Rotterdam Ahoy. The (hot) work permit must be completed at the Gatekeeper prior to the commencement of the work, after which it must be affixed at a clearly visible location in the workplace, and the mandatory safety precautions must be observed. After completion of the work, the (hot) work permit must be returned to the Gatekeeper. They will file the work permits.

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1.5 Smoking policy

Smoking, incl E-smoking, is allowed only in the designated areas. Cigarettes must be deposited in the ashtrays available at these smoking areas. Supervisors will supervise the enforcement of and compliance with this smoking policy.

1.6 Alcohol and drugs

It is not permitted to bring or consume alcoholic beverages, drugs and/or mind-altering substances during the work. This applies to the entire complex of Rotterdam Ahoy. Working 'under the influence' of these stimulants is prohibited in and around the entire complex of Rotterdam Ahoy. At the request of a Rotterdam Ahoy supervisor, everyone is expected to cooperate in an investigation into prohibited stimulants; refusal may lead to a request to leave the Rotterdam Ahoy complex immediately.

1.7 Aggression and violence

Aggression and violence are not tolerated anywhere in and around the entire complex of Rotterdam Ahoy. If any form of aggression or violence occurs, this must be reported immediately to the supervisor or the Project Manager on duty or the contact person of the Technical Services department (this also applies to third parties).

Anyone confronted with any form of aggression or violence is advised not to start a discussion with the person concerned. Each incident involving aggression or violence may result in an investigation into the nature of the incident. Anyone found guilty of any form of aggression or violence runs the risk of being banned from the entire Rotterdam Ahoy complex for a considerable period of time.

1.8 Safe and healthy working conditions

Employers must ensure safe and healthy working conditions for their employees. The Working Conditions Act requires measures to be taken in a certain order, starting with the source of the problem. This is also referred to as an occupational hygiene strategy.
The order of this occupational hygienic strategy is as follows:

- Source measures - An employer must first eliminate the cause of the problem. Example: replacing a harmful substance with a safer alternative.
- Collective measures - If source measures do not offer a solution, the employer must take collective measures to reduce risks. Example: placing a fence or an exhaust system.
- Individual measures - If collective measures cannot or do not (yet) offer a satisfactory solution, the employer must take individual measures. Example: organizing the work in such a manner that employees run less risk (job rotation).
- Personal protective equipment - If the aforementioned measures are ineffective, the employer must provide personal protective equipment. Example: hearing protection and welding goggles.

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1.9 Guidelines for assembly and dismantling

You will be informed when the dismantling of the stand/location may start. This is subject to a number of rules:

- We advise not to leave any valuable goods unattended. This includes periods during which the fair/event/complex is closed.
- The rented ADSL modems, telephones, walkie-talkies, etc, must be returned to the Gatekeeper's Lodge located in the Plaza. The Gatekeeper's Lodge is open 24 hours a day. The other rented materials will be collected at the earliest opportunity. We ask you to store these materials in locked areas.
- You will be informed of the times that the wicket gates and transport doors must be closed, and the halls must be empty. Any delay therein can be reported to telephone number **+31 (0)10 293 3124**.
- The rented (floor) area must be left in the same condition in which it was delivered. This means it is your responsibility to dispose of your own (stand) material at the end of the fair/event/maintenance and/or modification work.
- After our security and/or Mobility & Logistics department has released the halls for automobile traffic, transport is allowed in the halls. Until then, (freight) traffic will be referred to car park P1/P2. In this car park, the Mobility & Logistics department is responsible for the parking and positioning of the vehicles. Please follow the instructions of these employees.
- You will be informed of the time the electricity, telephones and Wi-Fi are disconnected. If you want to use these services for a longer period of time, you must report this 2 hours prior to the closing of the fair/event. This period can be extended by no more than 2 hours.

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2 COMPANY EMERGENCY PLAN

The company emergency plan is a collection of all plans and sub-plans that prepare the entire complex of Rotterdam Ahoy for an emergency. An emergency is an unexpected event that results in damage or injury. During emergencies, the company emergency plan instructs the employees which tasks they must perform.

In and around the complex of Rotterdam Ahoy, a situation may occur that can pose an immediate danger to the people present in the building. Fire, explosion, bomb threats, disturbances in and around the building, or in an adjacent building, are examples of this. Quickly accessible and effectively operating procedures are then essential, so panic can be prevented and as the occasion arises a forced but effective evacuation can be conducted. Through means of organizational measures and technical facilities, any emergencies can be prevented, or effectively resolved, shortly after discovery.

Precautionary measures
To minimize the risk of emergencies, a number of precautionary measures must be complied with, including:

- Monitoring to ensure that hallways and emergency exits are kept clear
- Monitoring to ensure that Company Emergency Response resources are always accessible (e.g. evacuation system, fire extinguishers and bandages)
- Enforcing fire-preventive behavior (if applicable: compliance with smoking ban, turning equipment off, etc)
- Knowing where the emergency response officers are located
- Explaining the importance of fire prevention to involved parties
- Being familiar with specific (fire-related) aspects of the building and the organization.

Emergency facilities
There are fire and smoke protection barriers on every floor and corridor, and the complex is equipped with emergency escape lighting (EEL) and lit emergency signs. There is also an evacuation alarm throughout the complex. The evacuation alarm is a constant, in pitch ascending, signal of the ‘slow whoop’ type, interrupted by spoken text in Dutch and English.

The fire alarm system is present throughout the entire complex. Automatic and manual call points are installed that are activated automatically or manually in case of fire, after which interior and exterior alarms are activated. There are underground and aboveground water supply and various sprinkler systems around the entire building.

Emergency instructions
Rotterdam Ahoy has appointed an officer in charge during any emergencies. This officer is responsible for the proper guidance of the staff and visitors. Always follow the instructions carefully, even if it may not always seem logical to you.

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An escape plan is in place within Rotterdam Ahoy. Familiarize yourself with this plan, and make sure your employees are also familiar with it. You will find the escape plans at the stairwells and lifts and at other central places in Rotterdam Ahoy.

2.1 Preparing for possible emergencies

Preparation is understood to mean: taking possible measures against a possible emergency in advance. In addition to fire prevention equipment, Rotterdam Ahoy has a Company Emergency Response organization (CER).

Make sure you have the necessary knowledge of the building prior to commencing the work. Where are the nearest emergency exits? Where are the nearest fire extinguishers?

2.1.1 Fire safety

- The use of (highly) flammable material is not permitted. The use of such material is only permitted if it meets the requirements by law and/or the lease regulations Rotterdam Ahoy.
- All materials used in the construction of the stands must comply with the requirements laid down in the Buildings Decree.
- Textiles used to cover stands or halls must be impregnated beforehand with fire-retardant material insofar as the material does not have any fire-retardant properties. Documentary evidence of the level of fire retardancy must be made available upon request.
- The use of the following substances/goods is only permitted with the written permission of the Project Manager or contact person of the Technical Services department of Rotterdam Ahoy:
- equipment for demonstrating, baking, and frying or deep-frying using electricity and/or cylinder gas
- compressed or liquefied gases
- fire accelerants
- non-ionizing radiation equipment.
- The use of highly flammable or explosive substances, gases and dangerous goods, including ionizing radiation, is not permitted, unless a specific permit has been granted, such as in the case of theatre fireworks and special effects.

2.1.2 Fire-extinguishing equipment

- Fire-extinguishing equipment may only be used to fight fires. All fire-extinguishing equipment must be easily accessible and clearly visible at all times. It is not allowed to block access to fire extinguishing equipment.
- Fire-extinguishing equipment must be provided with a valid inspection date. If the (re-)inspection date is exceeded, this must be reported to the contact person of the Technical Services department of Rotterdam Ahoy.

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- Fire-extinguishing equipment for which Rotterdam Ahoy is not responsible (third-party equipment) is the responsibility of their respective owners.
- To prevent Legionella, it is forbidden to use a fire hose for any other purpose than fighting fires.
- For work that may pose a fire risk or when working with flammable substances, the user must set up (his or her own) additional fire-extinguishing equipment and apply for a hot work permit from the Gatekeeper in advance.

2.1.3 Open flames (welding, burning and grinding)



- Open flames are understood to mean: activities involving the use of fire, such as (cutting) torches, welding and mechanical sparks (e.g. caused by grinding).
- Prior to commencing any work with open flames, a hot work permit must be applied for from the Gatekeeper. The permit must be approved by the supervisor. This work permit must be completed at the Gatekeeper prior to the commencement of the work, and then affixed at a clearly visible location in the workplace. After completion of the work, the hot work permit must be returned to the Gatekeeper. They will file the hot work permits.
- When working with open flames, fire extinguishers must always be available within easy reach.
- It is mandatory to wear personal protective equipment as described in Section 4.
- When working with gas, the gas cylinders must be set up in a stable and secure manner to prevent them from falling over and to protect them from the open flames.
- It is strictly forbidden to leave gas burners on when leaving the workplace.

2.1.4 Emergency exits

- It must be possible to open emergency exits at all times; it is therefore mandatory to keep emergency exits free of obstacles (goods and waste).
- It is not permitted to lock the emergency doors or to use the emergency doors for any other purpose than in connection with an emergency.

2.1.5 Company Emergency Response organization

The purpose of the Company Emergency Response organization (CER) is to prevent accidents and other unexpected disasters to the extent possible and to limit the consequences thereof. Emergency response officers are in charge until professional emergency services arrive. After arrival of the professional emergency services, the emergency response officers of Rotterdam Ahoy will continue to assist them. In view of the nature of the activities in the Rotterdam Ahoy complex, the main focus of

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CER is to evacuate those present in the complex. During an evacuation, those present must leave the building under the guidance of the CER officers.

The tasks of the emergency response officers are:

- Providing first aid in case of accidents (if no first aid officers are present);
- The provision of first aid shall be understood to include: the use of an Automatic External Defibrillator (AED), which can be identified by the AED logo and which is available at the Gatekeeper's Lodges and in the first aid room;



AED-logo

- Limiting and combating any fires;
- Preventing and limiting the consequences of accidents;
- Alerting and evacuating all employees and other persons in the building in emergency situations;
- Alerting and cooperating with the municipal or regional fire brigade and other emergency service organizations in the event of an emergency;
- Attending evacuation exercises.

2.2 What to do in the event of an emergency?

In the event of an emergency, action must be taken quickly. The emergency response must be as effective as possible.

2.2.1 Fire

In case of fire:

- Think about your own safety first
- Remain calm, but act fast
- Assess the fire and, if safety allows, try to extinguish the fire; if the fire cannot be extinguished, activate the fire alarm (by breaking the glass)
- Always report the fire to **+31 (0)10 2933 112** and indicate the exact location of the fire and the nature of the fire o If possible, take any persons at risk to a safe area
- Alert users of the department/area/location
- Close all windows and doors
- Do not use the lifts

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2.2.2 Work accident

Work accidents are caused by an unfavorable concurrence of circumstances resulting in damage to people's health. In the event of a work accident, one should first consider one's own safety and the safety of others. The victim (in case of a work accident resulting in injury) should be reassured as much as possible. Limit the assistance to the victim to the provision of first aid, and leave further assistance to competent persons, such as a company emergency officer or a member of the emergency services.

2.2.3 Reporting unsafe situations and (work) accidents

A (serious) work accident must be reported to the Rotterdam Ahoy emergency number.
+31 10 2933 112.

- o Report the location, circumstances and number of victims
- o Wait until the emergency services arrive

Any work accident, including a minor one, or unsafe or unhealthy situation should be reported by employees to the HSE Officer and their superior. The superior should report this immediately (but in any event within 24 hours of the work accident) to the Ahoy's HSE Officer and HR. An accident report form should be completed when a work accident is reported.

2.2.4 Evacuation

- o In the event of a constant evacuation signal, you must IMMEDIATELY leave the building
- o (Quickly) store valuables and close windows and doors
- o Switch off any equipment in the prescribed manner
- o Leave the building via stairwells and emergency exits
- o Do not use the lifts
- o Follow the instructions of the emergency services
- o Provide assistance where necessary

PROCEED TO THE ASSEMBLY POINT**: THE SQUARE IN FRONT OF THE BUILDING**
The assembly point can be recognized by the assembly point symbol.



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The nearest emergency door can be found by following the escape route indication.



escape route indication

Escape route indication must be clearly visible at all times. In addition, everyone must follow the instructions of the Company Emergency Response officers **.**

Safety signal
Once safety has been restored, this will be announced from the Gatekeeper's Lodge.

Test alarm
The test alarm is sounded regularly as a test, and the fact that it concerns a test is also indicated in the spoken test.

Telephone use
In the event of an emergency, use the telephone only for passing on information relating to the emergency.

Emergency phone number
Emergencies must be reported on telephone number:
Internal: **3112**
External: **+ 31 10 2933 112**

Communication during emergencies
Members of the Crisis Management Team have access to a wireless telephone provided by Rotterdam Ahoy. They can consult each other in the event of an emergency. Members of the Company Emergency Response team (CER), trade fair security, theatre guards and persons in charge of the organization also have a wireless telephone or a two-way radio. The parking services have walkie-talkies and external security companies have their own means of communication; usually two-way radios.

Two-way radios are available in the Gatekeeper's Lodge. All emergency response officers are in possession of a helmet and a vest.

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Instructions for external emergencies
In case of external emergencies occurring in the proximity of the Rotterdam Ahoy complex, the affected parties must stay inside for their own safety. The Municipal Authority alerts the population of any emergencies in two ways, via a sound truck or by sounding the siren. As soon as an alert is issued, the following steps apply:

- Go inside immediately
- Follow the instructions of the emergency services Head Company Emergency Response and the Crisis Management Team o Close doors and windows
- Listen to Radio Rijnmond (93.4 FM, this is the official emergency radio station)
- Radio Rijnmond will broadcast the 'END ALARM' message, and the Gatekeeper will issue the 'ALL SAFE' signal. In case of events, a spoken message is preferred

Contact

For questions about facilities and safety, please contact the HSE Officer, Manager Safety & Security, the Manager Facility Services, the contact person of the Technical Services department and/or the Project Manager.

Contact can be made through the Gatekeeper:
+31 (0)10 292 3124

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3 TRANSPORT

General preconditions

- Only approved transport equipment (forklift, electric carts, aerial work platform, etc) with a CE marking and valid inspection sticker are permitted in and around the entire complex of Rotterdam Ahoy. The transport equipment may not be used if the re-inspection date has been exceeded
- It is not permitted to operate an (electric) pump truck under the age of 18
- The operator of transport equipment must be adequately trained and instructed in its operation. The (valid) inspection certificate must be shown upon request
- The driver must observe all safety measures applicable to the operation of driving of transport equipment, such as wearing the seat belt

Certificate and driving license for transport equipment

Everyone operating transport equipment must be in the possession of a valid certificate for the relevant vehicle (forklift, electric carts, tower wagon, etc) and have received adequate training in the operation of the transport equipment.

Inside the buildings of Rotterdam Ahoy, the valid certificate for the relevant vehicle (forklift, electric carts, tower wagon, etc) suffices. On the (Rotterdam Ahoy) outdoor areas*, a valid driving license is required in addition to the valid certificate for the relevant vehicle (forklift, electric carts, tower wagon, etc).

* The (Rotterdam Ahoy) outdoor areas include the Ahoyweg, the Ahoy forecourt, the car parks P1 to P6, the expedition areas along the exhibition and event halls, and the Ahoy Arena and the RACC.

Parking

Cars may only be parked in the parking lots or in the areas designated by Rotterdam Ahoy.

Bicycle use

- During the opening hours of a fair, conference or event, it is forbidden to use a bicycle, scooter or any other transport equipment.
- Cycling across the sidewalk or against the direction of travel is not permitted.
- In the dark, the use of bicycle lighting is mandatory.
- Bicycles must be inspected for defects; any defects must be rectified prior to the use of the bicycle.

3.1 Traffic

The rules stipulated in the Road Traffic Act apply anywhere in and around the entire complex of Rotterdam Ahoy. In addition, the following traffic rules apply specifically to Rotterdam Ahoy. These traffic rules must be observed by everyone:

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o The instructions of the traffic controllers must be followed
o The maximum speed of 10 km/h applies throughout the entire Rotterdam Ahoy premises outside. Adjust the speed to the circumstances



Maximum speed

- The maximum speed of 5 km/h applies throughout the entire Ahoy premises insite. Adjust the speed to the circumstances



Maximum speed

- If available, the use of a seat belt is mandatory
- The use of flashing lights, lighting and signs is mandatory when using public roads or during loading and unloading
- All traffic must drive on the right-hand side; traffic from the right always has the right of way, including pedestrians
- All body parts must be kept inside the vehicle at all times during the trip
- Sounding the horn is not allowed, except when approaching an obscure intersection where other traffic may approach. Here, the horn may be sounded by way of warning
- The approach routes designated for the emergency services may not be blocked in any way
- It is not allowed to transport passengers if there is no room for them
- Driving/operating a vehicle and/or equipment under the influence of substances that (may) affect the ability to react, such as alcohol, drugs or medicines, is strictly forbidden
- When driving, be aware of the environment. Never drive faster than the circumstances allow
- No distracting actions, such as calling, posting/reading on social media, radio traffic, reading paper or digital documents and using music carriers may be performed while driving

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3.2 Loading & unloading



- Loading and unloading must be performed under controlled conditions and only at the delivery bays intended for this purpose
- Pallets that are damaged or rejected may not be used
- The loading and unloading of dangerously stacked pallets is not permitted No goods may protrude from the truck while driving
- Forklift trucks must use a flashing light during loading and unloading Goods may not be placed in front of emergency doors: these must be kept free at all times. Fire-extinguishing equipment must also be accessible at all times
- Safe conditions must be ensured during loading and unloading. This may include securing ramps and using a forklift for heavy materials

3.3 Forklift trucks

- If forklift trucks are used, they must be fitted with forks of the proper length and be suitable for the weight to be lifted. Prior to its use, the forklift truck must be inspected for defects.
- Forklift trucks must be used under controlled conditions; driving with improperly stacked loads is not permitted. Forklift trucks may not be loaded beyond their prescribed maximum working load
- It is not allowed to transport passengers in any way
- To prevent the forklift truck from tipping over, bends must be taken at an appropriate speed
- It is forbidden to lift people on the forks or to perform work from the forks (unless you are working from a working platform intended for this purpose)
- Working or walking under the forks is prohibited
- When driving in the Plaza, exhibition and event halls and in the Ahoy Arena, it is mandatory to have a flashing light on; this increases the visibility
- Gas-powered forklift trucks must be parked outside if they need to be parked for a prolonged period of time
- Wearing the seat belt is mandatory, unless it concerns a forklift truck with a closed cab
- It is mandatory to wear relevant personal protective equipment as described in Section 4. If the flashing light is on, the operator must also wear a safety helmet on the forklift. Forklift trucks carrying a stacked load must be driven at walking pace
- If the load blocks the view ahead, the forklift truck must be driven in reverse
- The forks must remain in a low position when the forklift is in motion. The maximum height of the forks while driving is fifteen (15) centimeters above the ground
- Diesel-powered forklift trucks may not be used within the Rotterdam Ahoy complex. The only exception to this rule is when the load capacity exceeds four (4) tones. In this case, the forklift truck must in any case be equipped with an adequate particulate filter

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- If the forklift truck is driven on public roads, it must be equipped with fully functioning lights and appropriate signs
- Batteries may only be charged at the location approved and indicated by the Technical Services department. Topping up the battery is allowed only at the designated filling stations (information on this can be obtained from the Technical Services department). Spills must be prevented and, if necessary, cleaned up
- The use of a man basket is permitted provided it has a valid CE approval and only under the following conditions:
    - Only a few times in a given year
    - No more than four hours at a time
    - Only for locations that are difficult to reach
    - Furthermore, the locations are not accessible with other appropriate means

3.4 Aerial work platforms

Aerial work platforms include: scissor lifts, boom lifts, telescopic boom lifts and articulated boom lifts.

- All safety devices must be inspected prior to the use of the aerial work platform. Any defects found must be reported immediately to the manager and remedied before the aerial work platform is used
- It is prohibited to leave an aerial work platform when it is in extended position. An aerial work platform must be lowered to the ground before getting off
- At wind force six (6) or higher or as indicated by the manufacturer, it is forbidden to use an aerial work platform outdoors
- An aerial work platform must always be positioned on a level surface. If the lift has struts, these should be used correctly
- Persons in the man baskets must remain on the floor of the man basket with both feet. It is prohibited to raise the floor of the man basket. Standing on railings is prohibited
- No materials may protrude from the man basket
- An aerial work platform is not intended to perform hoisting work
- An aerial work platform may be moved only if the boom is retracted and it is driven at walking pace. If necessary, have someone walk in front of the platform to assist
- Diesel-powered aerial platforms are prohibited in Ahoy. An exception is made for situations where the use of heavier aerial lifts are required. These heavier aerial lifts must be hybrid. The combustion engine may only be used when entering the building. Inside the building you must immediately switch to electrical use.
- The safety regulations must be observed when working with a single person aerial work platform (Geni/alp)

3.5 (Electric) pump trucks

- It is forbidden to stand on a pump truck while it is moving, or to use it as a scooter. Furthermore, (electric) pump trucks may not be used to carry passengers
- Electric pump trucks fitted with a platform may not carry passengers

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- It may not be used to transport a poorly stacked load
- The battery may only be charged at the location indicated by the Technical Services department. Topping up the battery is allowed only at the designated filling stations (information can be obtained from the Technical Services department). Spills must be prevented and, if necessary, cleaned up

3.6 (Electric) carts

Electric carts are understood to include all transport equipment and tools that move by means of electricity.

- It is not permitted to transport a poorly stacked load on a cart
- The previously specified speed limits must be adhered to both inside and outside the entire Rotterdam Ahoy complex
- It is not permitted to carry passengers, unless the vehicle is fitted with a passenger seat, and the passenger uses this seat
- If available, the use of the seat belt is mandatory
- The handbrake should be used, if present, when the cart is not in use
- The battery may only be charged at the location indicated by the Technical Services department. Topping up the battery is allowed only at the designated filling stations (information can be obtained from the Technical Services department). Spills must be prevented and, if necessary, cleaned up

3.7 Exhaust fumes in the halls, Ahoy Arena and confined spaces

- Vehicles used for work purposes in the Ahoy Arena/halls/RTM Stage must be removed immediately after completion of the work
- Vehicles are prohibited from idling in the Ahoy Arena/halls/RTM Stage during the performance of the work. If an idling vehicle is necessary, first consult with the Project Manager or the contact person of the Technical Services department
- Unloading must take place outside. Unloading in the halls is permitted by way of exception. This must take place in consultation with the Project Manager or the contact person of the Technical Services department

3.8 Diesel emission measures

In accordance with health and safety legislation and regulations, it must be considered whether a diesel engine can be replaced by another type of drive, such as an electric drive. This is in any case mandatory for forklift trucks and aerial work platforms that are used indoors and have a lifting capacity not exceeding 4 tones.

For diesel-powered work equipment for which replacement is technically unfeasible, measures must be taken to prevent or limit exposure to diesel engine emissions (DME) to a limit value set by the employer at the lowest possible level. The employer can meet these requirements by:

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- Direct discharge of DME via a direct connection to the exhaust to a safe place outside the enclosed area
- Installing a particulate filter adequate to achieve the desired reduction in diesel emissions
- Particulate filters with a gravimetrically determined efficiency of at least 70%
- Using/purchasing trucks with Euro norm 4 or 5 diesel engines
- Ensure adequate ventilation, possibly by creating ventilation holes in consultation with the Technical Services department

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4 PERSONAL PROTECTIVE EQUIPMENT (PPE)



Collective protection is preferable to individual personal protection
Collective protection is defined as protection applicable to multiple persons.

The employer must provide information about the dangers in the workplace and about the purpose, the operation and the way in which personal protective equipment should be worn. If additional protective equipment is indicated in the safety instructions, the use thereof is mandatory. When more than one piece of personal protective equipment is required, it must be ensured they are compatible with each other.

Personal protective equipment may only be used for its intended purpose and in accordance with the instructions for use. The safety instructions are indicated by means of pictograms. Employers must ensure that employees and third parties hired or otherwise employed are effectively informed of the work to be performed and the associated risks, and of the measures to be taken to prevent or minimize those risks.

4.1 Fall protection

Anyone working at a height **above two metres (2 m)** or at a height where falling poses a risk is obliged to wear fall protection.

Fall protection is understood to mean: a safety harness, a hook and a connecting line with a fall protection mechanism that inhibits or blocks the worker's fall. Fall arrest equipment must be CE marked and must meet at least the EN 361 requirements. The hook must be attached to a secure and fixed point and be able to withstand a minimum force of 1000 kg. Fall arrest equipment must be inspected at least once (1x) a year. This must be visible and demonstrable. It is the responsibility of the employer to provide the employees with approved fall protection. The user must inspect the fall arrest equipment prior to its use. After a fall, the equipment must be recertified.

4.2 Footwear and clothing

Footwear
During the assembly and dismantling period and maintenance and modification work, the wearing of safety shoes is mandatory throughout the Rotterdam Ahoy complex. During these periods, other passers-by are strongly advised not to walk through the areas in question (unless they are wearing safety shoes).

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Safety shoes must comply with the EN ISO 20345 standard and must bear a CE marking. During the assembly and dismantling and maintenance and modification work, safety shoes of class S3 or higher are recommended. The shoes must be maintained and kept clean.

Clothing

- Protective clothing must comply with the requirements of standard EN 340. The protective clothing must be ergonomic, comfortable and well-fitting
- Clothing must be provided to protect against hot or cold weather conditions
- Wearing a reflective jacket is recommended for work in dark rooms (basements, plant rooms) and in the outdoor areas around the complex of Rotterdam Ahoy
- Wearing protective clothing is mandatory when working with hazardous substances. Work with hazardous substances includes: working with the washing machine, working at the battery charging station and working with open flames
- It is not permitted to work in shorts when working in a fire-hazardous situation
- Sleeves must not have cuffs or sleeve closures when performing work that involves rotating machine parts
- Work clothing for electricians must not have metal clasps or zippers. Clothing must be suitable for the weather conditions

Work gloves

- Work gloves must bear a CE marking
- Wearing gloves is not permitted when the work involves rotating parts
- Category I gloves: protection against minimal risks (gardening gloves, household gloves, etc)
- Category II gloves: protection against medium risks (handling rough objects, tools, etc)
- Category III gloves: protection against very serious risks with the risk of death or permanent injury (chemicals, temperatures above one hundred (100° Celsius))

4.3 Hearing protection

The employer is obliged to make the hearing protection available to the employees and to provide instructions on its use. The employer must also inform the employees of the possible dangers of noise.

- Hearing protection includes: internal hearing protection (ear plugs and otoplastics) and external hearing protection (earmuffs). Otoplastics are preferable when staying regularly in noisy rooms
- The use of hearing protection is recommended at a noise level between 80-85 dB. It may be desirable to wear hearing protection at noise levels below 80 dB. At a noise level of 85 dB or more, the use of hearing protection is mandatory. It is the responsibility of the employer to make appropriate hearing protection available
- In case of very loud environments, ear plugs or wads may not offer sufficient sound absorption. Please observe the maximum sound absorption of the protective equipment

Additionally applicable to work with sound systems:
The (visiting) sound engineer must warn the attendees before testing at a high sound level.

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4.4 Head protection

Head protection means: wearing an industrial helmet. Helmets must comply with the EN 397 standard and must bear a CE marking. A hairnet or cap (when working in the kitchen) must meet the HACCP requirements.

- If there is a danger of falling objects, it is mandatory to wear a safety helmet
- In accordance with the HACCP rules, a hairnet or a hair cap must be worn at all times in catering. Hairnets may not be reused. Helmets must be inspected for defects prior to their use, and the expiry date must be checked. Once this date has expired, the helmet may no longer be used, since the level of protection can no longer be guaranteed. After a helmet has been hit by an object, it may no longer be used and must be replaced
- A bump cap is not a safety helmet and does not protect against falling material. Therefore, its use is not allowed

4.5 Face protection



Safety goggles

Wearing safety goggles is mandatory when performing work that presents a danger to the eyes, such as working with hazardous substances or work that involves the presence of flying particles. Safety goggles must bear a CE marking.

Full-face protection

If safety goggles do not provide sufficient protection for the head, full-face protection must be worn. This does not protect against dust particles or gases.

Respiratory protection

This is mandatory when working in a poorly ventilated environment, when working with hazardous vapors or substances (that can produce gas) or when substances are released (e.g. wood dust or particulates). Respiratory protection is understood to include: a dust cap or a half face mask with suitable filters.

Welding protection

Welding protection is mandatory when performing welding work. Welding protection equipment must be inspected for defects prior to their use. Any defects must be rectified prior to the use of the equipment. The welding protection must be suitable for the type of welding work such as electrical, MIG/MAG or oxy-fuel.

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4.6 Maintenance of Personal Protective Equipment

Personal protective equipment must be inspected for defects before each use. Any defects must be rectified prior to the commencement of the work. If the defects cannot be rectified, the personal protective equipment may not be used. Personal protective equipment is inspected annually. The equipment must bear a mark with the next inspection.

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5 STAND CONSTRUCTION

- It must be safe to access and leave stands
- It is mandatory to have fire extinguishers on hand when performing work involving fire hazards
- Any flammable parts on a stand must be protected
- The connection of stands to the electricity grid of Rotterdam Ahoy (voltage) is entrusted to an approved installer of Rotterdam Ahoy. Other forms of generating power are not allowed. Regardless of which installer is involved, the electrical inspections of the stand(s) must be performed by the approved installer of Rotterdam Ahoy. The Electrical and Mechanical Engineering Coordinator of Rotterdam Ahoy is responsible for the electricity grid

5.1 Transport routes and aisles

Transport routes must be sufficiently wide and free of obstacles. All transport and walkways should be kept as free as possible from objects and waste. If there is work being performed to the stand, such as laying of a floor, and there is no room for storage on the work floor, it is permitted to temporarily store the items in an aisle. This applies only to items intended for the work in progress at the time. The items must be removed at the earliest opportunity. It is preferable to store the items outside the halls and have forklift trucks bring them in.

The supervisors of Rotterdam Ahoy are authorized to remove the items (or have them removed) if their instructions are not followed. The blocking of fire extinguishers, emergency doors, emergency showers, sprinklers and other safety equipment is strictly forbidden.

5.2 Working with (power) tools

- Only CE-approved and well-maintained tools may be used. Power tools must meet the requirements
- To prevent injury, no rings, piercings, watches, bracelets or necklaces should be worn while performing work involving moving parts. Wearing jewelry or loose clothing is in any case not permitted when the work involves rotating parts
- The (power) tool must be inspected prior to its use. The use of damaged (power) tools is prohibited
- When power tools are no longer used, they must be switched off completely, including during (rest) breaks
- The tool must be left in such a way that it cannot be operated by other (unauthorized) persons
- When using power tools, ensure a sufficiently lit and stable position
- It is mandatory to wear personal protective equipment as described in Section 4
- Tools may only be used for their intended purpose
- Work equipment must be inspected periodically. The re-inspection date must be visible on the work equipment. The last inspection certificate must be available upon request

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- It is forbidden to switch off or remove protective devices attached to machines and tools. It is strictly forbidden to use a machine or tool if the safety device has been removed or if the safety device is damaged

5.3 Electrical work

It is strictly forbidden to perform work on live equipment. Work with electricity may only be performed by a person competent in accordance with NEN3140. Personal protective equipment should be used at all times, such as a helmet with face shield, rubber gloves and non-flammable clothing. All installations must meet the requirements set out in NEN-1010.

Prior to the commencement of the work with electricity:

- installations or equipment being worked on must be switched off
- the installation must be secured by means of locks (lock out - tag out system)
- it must be established that all devices are de-energized; the use of a voltage detector or an inductive pin for control purposes is not permitted; A two-pole voltage indicator must be used in accordance with the guidelines of NEN3140
- a sign or magnetic strip should be attached to the main switch, clearly stating that it must not be switched on or off, the date, the name of the event and what the activities are (lock out - tag out system)
- the fuse-links must be removed and taken away if no voltage should be applied. These may only be removed by a qualified (trained) person
- notes must be made in the switch lists and switch books of the technicians
- live parts must be covered with insulating material

Prior to switching on an installation:

- the work must be completed or suspended
- temporary earth or short-circuit connections must have been removed
- the separator must be unlocked first
- temporarily removed safety devices must have been reinstalled
- temporarily removed protection against direct contact must have been reinstalled
- it must be checked whether the installation can be considered safe
- installations may only be switched on by a competent professional in accordance with the instructions of the plant manager

Trouble shooting

Electrical malfunctions should be diagnosed by a competent professional. Other live parts must be covered with insulating material and warning signs must be placed. The use of double-insulated tools and electrical personal protective equipment is mandatory.

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5.4 Sealing openings in the floor

Openings in the floor that are not in use must be sealed. These openings may be used for water pipes, electricity or ICT cabling during a trade fair/event. To facilitate their identification, it is desirable to mark the openings in the floor.

5.5 Order, tidiness and hygiene

- Workplaces should be fitted out according to ergonomic principles. In the interests of good hygiene, the workplace should be dust-free to the extent possible and, where the safety of the workplace so requires, it should be kept tidy
- Cables and cords should be concealed as much as possible to prevent tripping. Masking the cables or cords, suspending them or covering them with an anti-slip mat increases safety, which is why Rotterdam Ahoy requires you to do so
- Waste generated during the performance of the work must be disposed of separately. You are responsible for the disposal of the waste generated.

5.6 Good working conditions

- The location where the work is to be carried out must be adequately illuminated
- There must be sufficient beverages in the workplace to warm up or cool down
- Preferably, there should be a room where the workers can warm up or cool down
- The workplaces must be adequately ventilated to ensure that sufficient uncontaminated air is available

5.7 Physical load

- The organization of the work, the equipment of the workplace, and the production methods or tools and personal protective equipment used must be such that the physical load poses a minimum risk in terms of the health and safety of the worker
- For the safety of the workers, any loads in excess of twenty-five kilograms (25 kg) should not be lifted by hand. Loads in excess of twenty-five kilograms (25 kg) should be lifting with the aid of lifting equipment
- Lifting should be done from the legs and with a straight back. The load should be kept as close to the body as possible (Figure 5)
- To avoid RSI, work postures should be alternated as much as possible

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- Prolonged kneeling, skewing or twisted working postures should be avoided wherever po

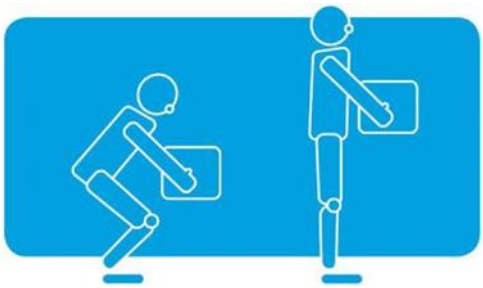

Figure 5: Lifting method

5.8 Compulsory lifeline



Two specific regulations apply to the assembly and dismantling of scaffolding and gallery construction work:

- mandatory use of an approved safety harness and lifeline if the employee is working on a gallery or scaffolding at a **height exceeding two metres (2 m)** and this takes place at a distance of **one and a half metres (1.5 m)** from the edge of the gallery of scaffolding
- mandatory use of an approved safety helmet during assembly and dismantling work or during maintenance or modification work if the employee is working on or under the unfinished gallery or scaffolding

5.9 Raised floors

The use of appropriate decking is recommended at stands that have water and gas pipes and/or a lot of electrical wiring on the floor (the stand constructor can provide advice on this matter). When using decking in the stand, it must be taken into account that the sides should preferably be closed off and neatly finished and the floor should be laid within the limits of the stand.

5.10 Sprinkler cloth

There is a sprinkler installation and smoke detection installation in the Ahoy-complex. It is not permitted under the relevant installations to install screens such as ceilings or other objects that shield the installations without additional fire extinguishing agents and smoke detection. Exceptions to this only apply if the following requirements can be met:

- The total area of a hall may be covered for a maximum of 30% (70% must remain free/open) and comply with the following point;

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- A connected covering may not exceed a surface of 150m2 and a space of 2.5m must be kept free all around.

• when using sprinkler cloth with certificate number G 413019, no restrictions/additional requirements apply.

The permitted sprinkler cloth with certificate number G 413019, which is issued by VdS to Pongs Textil GmbH must be used in the Ahoy complex. This sprinkler cloth has been approved by the authorities, through tests and certificates, and is registered in the fire safety documents belonging to the venue. The following instructions must be obeyed regarding the use of the sprinkler cloth:

- Surfaces larger than 30 m2 need additional attachment construction so that the free hanging surface never exceeds 30 m2.
- The sprinkler cloth must hang at least 1m below the sprinkler heads / sprinkler installation. The sprinkler cloth can also be used under the smoke detection installation.

Supplier of the sprinkler cloth is:
Van Straaten
Schipholweg 939
2143 CE Boesingheliede

Contact:
Ron Lopes Cardozo
Senior Key Account Manager
phone +31 (0)6-25 63 68 69
mail ron@vanstraaten.com

In case of any other forms of shielding/walling which may obstruct smoke to reach the smoke detectors, additional smoke detection must be arranged (mobile smoke detectors).

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6 WORKING AT HEIGHT/WORK EQUIPMENT

6.1 Working at height

Working at height includes: working on a scaffolding, building an additional storey (gallery construction) or working on the roof.

Scaffolding

- Handrails and railings must be placed at least one metre above the work surface
- Scaffolding material should be of good quality and comply with the requirements of NEN-EN 12811-1. Scaffolding inside the complex higher than twelve metres (12 m) requires bracing. The scaffolding must be assembled in accordance with the requirements of NEN-EN 1298
- A mobile scaffold tower may not be moved if materials or persons are present on the scaffolding. A mobile scaffold tower may only be moved if its height does not exceed eight metres (8 m)
- A scaffold must be assembled on a level and well-supporting surface. The use of stabilizers is mandatory
- The scaffolding must be earthed when working with electricity
- The working platforms of scaffolding and multi-storey stands must be completely boarded and have edge protection (at least ten centimetres (10 cm) high). A guard rail should be fitted at a height of one metre (1 m) above the working platform, and an intermediate guard rail must be mounted at a height of fifty centimetres (50 cm) above the working platform
- The maximum load for which scaffolding is designed to take may never be exceeded
- The maximum load is specified on the scaffolding at eye level
- Materials on a scaffold may never be stacked to a height exceeding fifty-five centimetres (55 cm), unless extra guard rails have been fitted
- The working area of a scaffold must be marked to avoid the risk of collision and to prevent persons from being hit by falling objects

Two specific regulations apply to the assembly and dismantling of scaffolding and gallery construction work:

- mandatory use of an approved safety harness and lifeline if the employee is working on a gallery or scaffolding at a **height exceeding two metres (2 m)** and this takes place at a distance of **one and a half metres (1.5 m)** from the edge of the gallery or scaffolding
- mandatory use of an approved safety helmet during assembly and dismantling if the employee is working on or under the unfinished gallery or scaffolding

Inspections

The user of a scaffolding must be in possession of an inspection certificate. The enforcing authority may at all times request to see the inspection certificate. A scaffold must be inspected and approved prior to its use. The person responsible for this must be in the possession of a Scaffolder B certificate or an equivalent diploma (this does not apply to mobile scaffold towers). If the scaffolding is approved, a green label bearing the inspection date must be attached to the scaffolding. If the scaffolding is modified, it must be re-inspected before it may be used again.

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Use
The wheels of mobile scaffold towers must be locked prior to commencement of the work. Ascending the scaffold must be done in the proper manner (on the inside). It is not permitted to work from elevations placed on the scaffolding, such as a ladder. It is forbidden to work on a scaffolding that has already been partially dismantled.

6.2 Ladders and stairs

General

- A ladder or stairs must comply with the applicable standards (such as NEN 2484 or EN 131) and be provided with a valid inspection sticker
- The rungs on a ladder or stairs must be anti-slip
- Working on a ladder or stairs is only permitted if the use of other work equipment is not possible
- For repetitive work, a scaffolding or aerial work platform should be used
- When working above a fall height of two metres (2 m), a ladder or stairs is not preferred. A ladder may be used for work up to a maximum height of ten metres (10 m)
- Access to a ladder or stairs must be kept free at all times
- If necessary, the area around the ladder or stairs should be marked
- Multi-section ladders or extension ladders must be used in such a way that the different sections cannot move relative to each other
- Ladders must be secured against sliding out of position

Inspections
Prior to their use, ladders or stairs must be inspected for defects. If defects are found, the reinspection date has passed and/or the rungs are dirty, it is not permitted to use the stairs or ladder. Ladders or stairs must be inspected at least once (1x) a year; the next inspection date must be indicated (legible) on the ladder or stairs.

Positioning

- Never position a ladder or stairs in front of a door. If there is no other option, the door must be locked
- Mobile ladders or stairways must be secured before being mounted
- Ladders and stairs must be positioned in such a way that their stability is ensured during use
- A ladder must be positioned at an angle of approximately seventy-five degrees (75°)
- The top or bottom of the ladder must be prevented from slipping away. To increase safety, it is advisable to secure the ladder or stairs with a rope, strap or chain
- A ladder must protrude at least one meter (1 m) above the workplace to be accessed. There must be an adequate handhold present at the height at which persons get off the ladder
- The stairs or ladders must be placed correctly, i.e. not upside down or backwards, and on a level surface

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Use of ladders or stairs

- Use of stairs or ladders is not permitted if the user is wearing shoes with dirty or slippery soles
- Performing work outside the reach of the person on the ladder is not permitted. Reach is understood to mean: an arm's length
- The maximum force required during work may not exceed 10 kg
- Tools must be lifted with ropes, or a tool belt must be worn
- The use of a ladder or stairs is only permitted if the weather conditions allow this
- The outdoor use of a ladder or stairs is not permitted at wind force six (6) or higher
- It is forbidden to move a ladder or stairs while the user is still on the ladder or stairs

6.3 Rigging

- Wearing (approved) fall protection when working at a height exceeding two meters (2 m) is mandatory
- Wearing a safety helmet is mandatory when working at heights (including rigging)

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7 HAZARDOUS SUBSTANCES AND THE ENVIRONMENT

Hazardous substances can be identified by the symbols on the packaging labels. These symbols indicate, for instance, whether a substance is highly flammable, toxic, irritant, corrosive or caustic. R-(Risk) and S-(Safety) phrases are also often displayed (on safety data sheets). R-phrases indicate the risks inherent in the substance, and S-phrases indicate safety recommendations. In general, a hazardous substance is a substance that can cause health damage to anyone in the workplace who comes into contact with this substance.

Hazardous substances not labelled or not accompanied by a safety data sheet may also be present at the location. These are often hazardous substances that arise during the operating process, such as welding fumes and combustion products.

Working with or using the following substances within and around the premises of Rotterdam Ahoy is strictly forbidden!

* Cytostatic, carcinogenic and reprotoxic substances.

7.1 Working with hazardous substances

- Prior to the commencement of the work with hazardous substances, Rotterdam Ahoy must be informed thereof
- Prior to the commencement of the work with hazardous substances, the employer must inform the employee of: the risks of the substance(s) concerned, the procedures to be followed and the safety measures to be taken, the use of the required personal protection equipment, procedures and measures in the event of accidents and fires (including the use of extinguishing equipment) and the waste handling, in accordance with Article 8 of the Working Conditions Act
- Smoking and open flames are **strictly forbidden** when working with hazardous substances
- When working with hazardous substances, collective prevention has, in principle, priority. Collective prevention includes:
  - using tools with an extractor, extraction of hazardous substances by means of an extraction hood
  - ensuring adequate ventilation, if weather conditions permit this
  - regularly cleaning the workplace
- A safety data sheet is mandatory for all hazardous substances and preparations (mixtures of substances). If a chemical product contains more than 1% of a certain hazardous substance, a safety data sheet must be available for this product
- Where collective prevention is not sufficient, personal protective equipment must be worn as described in Section 4
- Young workers up to the age of 18 are not allowed to work with hazardous substances

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7.2 Storage of hazardous substances

- It is strictly forbidden to smoke or create any form of open flames in the vicinity of areas where hazardous substances are stored
- Fireworks in any form may not be brought into or in the entire Rotterdam Ahoy complex, unless a written permit has been issued by the competent authorities
- Hazardous substances may not be stored on the travel route of forklift trucks or other transport equipment
- Stocks of hazardous substances and environmentally hazardous substances with a quantity of twenty-five litres (25 l) or more must be stored in drip trays. It is preferred to always store hazardous substances in drip trays
- Gas cylinders or other high-pressure cylinders must at all times be securely fastened and secured against tipping over
- Hazardous substances posing a risk of explosion must be stored outside at the location indicated on the permit. If no location is known, the contact person of the Technical Services department must be consulted
- Other substances may be stored indoors if safety is not compromised
- Gas cylinders must bear an inspection date. It is strictly forbidden to store gas cylinders of which the inspection date has been exceeded in the Rotterdam Ahoy complex
- To the extent possible, stored hazardous substances should not be exposed to direct sunlight
- It is forbidden to place oxygen cylinders near cylinders with flammable gases
- Hazardous substances must be stored in accordance with the guidelines of PGS (Publication Series Hazardous Substances) 15 (formerly CPR-15-1)

Working stock (event-related):

- The quantity directly needed for an activity. Size/quantity must be tailored to the consumption of one day. This at the discretion of Rotterdam Ahoy
- If the working stock exceeds 50 litres, a liquid-proof drip tray is mandatory. It must have sufficient capacity to accommodate the entire volume
- A welding cart with gas cylinders is considered working stock
- A series of opened packing units containing different types of substances that are regularly used, such as, for instance, paint cans in a paint workshop, can be considered as working stock

7.3 Safety data sheets

For each trade fair/event and maintenance or modification work, a stand constructor/organization must ensure that a safety data sheet is drawn up for each hazardous substance and that all these sheets are visibly present in the departments or workplaces. A (digital) copy must also be submitted to the Project Manager or contact person of the Technical Services department. In addition to the safety data sheets, the following information must also be known:

- Name and date of the fair/event

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- Stand number

7.4 Battery charging area/battery charging station

- A battery charging area or battery charging station means: an area where the batteries of electric vehicles are charged. The location for charging batteries is assigned by the Technical Services department of Rotterdam Ahoy
- Any form of open flames in the vicinity of a battery charging station is strictly forbidden
- If the battery must be removed from the vehicle, it is mandatory to wear personal protective equipment. The appropriate electrical tools must be used for this purpose
- The battery charging area must be adequately ventilated
- If battery acid leaks, this should be cleaned as soon as possible. The spill must be reported to the Technical Services department of Rotterdam Ahoy. If these cannot be reached, the Project Manager on duty or the Gatekeeper must be notified

7.5 Asbestos

It is **strictly forbidden** to work with asbestos throughout the Rotterdam Ahoy complex. An asbestos protocol is in place within Rotterdam Ahoy. This protocol can be requested from the Technical Services department of Rotterdam Ahoy.

Within the Rotterdam Ahoy accommodation, asbestos-containing materials have been processed in a number of areas. Warning stickers have been affixed to the doors and walls of the areas concerned. Ahoy has drawn up an asbestos management plan for the asbestos issue.

7.6 Waste

Waste generated during the performance of the work must be disposed of separately. Also see paragraph 5.5.

Waste must be separated as follows:

- Paper and cardboard in the special bins or roll containers
- plastic in the special bins or roll containers;
- wood in the special wood container;
- glass in the special bottle bank;
- swill in the special swill containers;
- residual waste in the container.

You are responsible for the disposal of hazardous waste, such as metals,plastic foil, waste oil, paint residues, contaminated solvents and small chemical waste.

Any remaining waste will be removed at the expense of the exhibitor/organization.

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7.7 Hazardous waste

It is strictly forbidden to dispose of hazardous (chemical) waste in the containers or in the garbage bags. For the disposal of hazardous waste (such as paint, etc), please contact the Facility Services department of Rotterdam Ahoy.

After a written application to the Facility Services department of Rotterdam Ahoy and at your own expenses, hazardous waste must be placed in the specially designated (lockable) containers in the original packaging, explicitly stating the product.

If no application has been submitted, you are required to take the waste with you. The storage, transshipment and transport of hazardous (chemical) waste must take place in such a way that the waste cannot under any circumstances spread. In the unlikely event that environmental contamination occurs, immediate measures must be taken to stop this contamination and the Facility Services department of Rotterdam Ahoy must be contacted. Waste that has caused environmental pollution will be removed at the expense of the exhibitor/organization.

7.8 Environmental emergency

In the event of an environmental emergency, immediately call the emergency number **+31 (0)10 2933 112**. It concerns an environmental emergency when a dangerous situation arises and/or can cause major environmental consequences. In the event of an environmental emergency, the Project Manager or contact person of the Technical Services department must be informed immediately and the company emergency plan must be activated.

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Environmental emergency must also be reported to the DCMR (Rijnmond Environmental Service).

Incident	Reporting time	Telephone number
An emergency that can cause a dangerous situation outside, major disturbance or has a lot of / great environmental consequences *Example:* *(the threat of) fire, explosion, gas escape, significant noise)*	As soon as possible, no later than 15 minutes.	010-4118888 (CIN-nummer)
Minor incident / disruptoin with less environmental consequences. *Example:* *Minor operational disruption, soil contamination due to liquid leaks / spills*	Within 15 minutes, at least within 1 hour	0888 333 555 (Controlroom)

7.9 Foreseeable business activities or activities that may cause adverse disturbance effects on the environment

Foreseeable business activities that may cause disturbance or adverse effects on the environment must be reported in advance to the DCMR control room: 0888 333 555.

This may include the following activities: fire drills, maintenance and cleaning work, commissioning and decommissioning of installations and/or prescribed cleaning or registration equipment, testing of acoustic (alarm) systems.

7.10 Testing and inspection reports indicating danger to the environment

If the content of the test and inspection report shows that there is a threat of contamination, DCMR must be notified immediately.

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8 ENFORCEMENT

8.1 Enforcement of the rules

- All rules and regulations specified in the previous sections must be observed. Non-compliance with these rules may result in sanctions (see paragraph 2 of this section)
- Supervisors are responsible for the enforcement of the rules
- Unsafe situations must be reported to the manager immediately
- The instructions of the supervisors must be followed at all times. If obvious unsafe situations occur, the employee may be ordered by or on behalf of Rotterdam Ahoy to stop the work immediately

8.2 Sanctions

Working in an unsafe manner or failure to comply with the rules set out in this handbook will result in sanctions. In the event working in an unsafe manner or an unsafe situation is observed, the employee must take appropriate measures before work may be resumed. Sanctions will be imposed as follows:

- the first time a worker is caught working in an unsafe manner, the employee will immediately receive a verbal reprimand. If it concerns a very unsafe situation, the work may be stopped immediately. At the end of the working day, a report will be sent to the exhibitor as well as the organization
- if safety is not improved after the first time, a second verbal reprimand will follow
- finally, failure to act upon the two (2) previous reprimands may result in removal from the workplace
- A sanctions and enforcement policy is in place within Rotterdam Ahoy

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9 PICTOGRAMS (OVERVIEW AND MEANING)



Adembescherming



Veiligheidsbril



Gehoorbescherming



Veiligheidshelm



Helm en gehoorbescherming



Valbeveiliging



Helm, veiligheidsbril en gehoorbescherming



Veiligheidsschoenen



Handschoenen



Gelaatsbescherming



Gasflessen vastketenen



AED



Weg richting nooduitgang



Nooduitgang en uitgang



Eerste Hulp



Brandmelder

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Blusmiddel



Brandhaspel



Verboden
te roken



Open vuur verboden



Max. snelheid 5/10
km/ uur



Verboden op
pompwagen te steppen



Verboden te parkeren



Verboden voor
onbevoegden



Elektrische spanning



Verboden onder last te
lopen



Gevaarlijke stoffen



Meerijden op heftruck
verboden



Ontvlambare stoffen



Explosieve stoffen



Vallen door
hoogteverschil



Hangende last



Waarschuwingsgebied



Opletten: gevaar

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ROTTERDAM AHOY

Rotterdam Ahoy is a venue for fairs, events, concerts, congresses and meetings in Rotterdam. It is located near the Zuidplein shopping centre. It is one of the largest indoor event halls in the Netherlands.

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Press
Are you an editor, journalist or blogger and would you like to publish about Rotterdam Ahoy or about one of our events? We will gladly be of service. Our spokespersons will be happy to help you find the right contact person for our event partners, as well as content such as high-resolution images and videos. Please contact Susanne Blaas (s.blaas@ahoy.nl) or call +31 (0)10 293 3237. For press releases about our organization and our events, please check our website.

Would you like to film or photograph in Ahoy or during our events? This always requires applying for accreditation. Contact the aforementioned spokespersons and they will gladly help you.

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