

# MANUAL SAFE WORKING PRACTICES



**ENTER**

# Introduction

This Safe Working Practices Manual applies to everyone who has occasion to be in or near the Convention Centre in Amsterdam, including the exhibitions halls and buildings of the Convention Centre, for any reason connected with work.

The areas for the construction and dismantling of stands in the exhibition halls and the catering areas, theatre, car park and the Amstelkelder are all locations where extra attention must be paid to safe working.

The manual is a 'living' document, in other words a document that will be periodically updated and upgraded. It forms part of the Safe Working Practices Project, under which various measures are being taken to improve safety in and around Amsterdam RAI Convention Centre (referred to below as the Convention Centre).

Amsterdam, 1 June 2011

**J. van den Bosch**  
Director, Convention Centre  
Production & Facilities

**M. Tjon**  
Manager, Quality, Safety, Health & Environment



# Contents

	<b>Page</b>
<b>1. General information</b>	<b>5</b>
1.1. General	5
1.2. Liability	6
1.3. Duties and responsibilities	6
1.4. Licences and permits (incl. permits to work)	6
1.5. Training and information	6
1.6. Rules on smoking	6
1.7. Alcohol and drugs	6
1.8. Aggression and violence	6
<b>2. Crisis management plan</b>	<b>7</b>
2.1. Preparations for a possible emergency	7
2.1.1. Fire safety	7
2.1.2. Fire extinguishers	7
2.1.3. Naked flames	7
2.1.4. Emergency exits	7
2.1.5. In-house emergency response service	8
2.1.6. Safety training and general basic knowledge	8
2.2. What to do in the event of an accident or emergency	8
2.2.1. Fire	8
2.2.2. Accident	8
2.2.3. Reporting unsafe situations and accidents	8
2.2.4. Accident report form	8
2.2.5. Evacuation	8
<b>3. Means of transport</b>	<b>9</b>
3.1. Traffic	9
3.2. Loading and unloading	10
3.3. Forklift trucks	10
3.4. Aerial lifts	10
3.5. (Electric) pump trucks	11
3.6. (Electric) carts	11
3.7. Exhaust fumes in the exhibition halls – diesel engine emissions	11



<b>4. Personal Protective Equipment (PPE)</b>	<b>12</b>
4.1. Fall protection	12
4.2. Protective clothing and footwear	12
4.3. Hearing protection	13
4.4. Head protection	13
4.5. Face protection	13
4.6. Maintenance of personal protective equipment	13
<b>5. Stand construction</b>	<b>14</b>
5.1. Transport routes and gangways	14
5.2. Use of tools	14
5.2.1. Prohibition on removal of protection devices	14
5.3. Electrical work	14
5.4. Sealing cable entry holes in the floor	15
5.5. Order, tidiness and hygiene	15
5.6. Working conditions	15
5.7. Physical burden	16
5.8. Compulsory use of safety harness and line	16
<b>6. Working at height</b>	<b>17</b>
6.1. Working at height	17
6.2. Ladders and stepladders	17
6.3. Rigging	18
<b>7. Dangerous substances</b>	<b>19</b>
7.1. Working with dangerous substances	19
7.2. Storage of dangerous substances	19
7.3. Safety data sheets	19
7.4. Battery charging area/station	19
7.5. Asbestos	20
7.6. Rubbish and waste	20
7.7. Dangerous waste	20
7.8. Environmental permit	20
7.9. Environmental disasters	20
<b>8. Enforcement</b>	<b>21</b>
8.1. Enforcement of rules	21
8.2. Sanctions	21
<b>9. Annex</b>	<b>22</b>
9.1. Telephone numbers and emergency numbers	22
9.2. Meaning of pictograms	23
9.3. RAI Safety Rules	27





# 1. General information



## 1.1 General

### **This manual forms part of the Rules & Regulations (Accommodatiereglement).**

The employer has a statutory duty to provide good working conditions for its staff. Employees are in turn obliged to exercise due care and caution in order to avoid health and safety risks. While performing work, employees should use personal protective equipment in the correct manner (see chapter 4).

#### **a) Compulsory identification and age**

Under the Compulsory Identification Act (2005) everyone in the Netherlands aged 14 years and over must carry valid proof of identity at all times and must, on request, produce this to a competent authority. In the Convention Centre too, everyone must be able to show his or her proof of identity on request.

For Dutch nationals the following documents are valid proof of identity:

- Dutch passport, Dutch identity card or Dutch driving licence

For non-Dutch nationals, the following documents are valid proof of identity:

- a residence permit issued by the Aliens Department (Vreemdelingendienst)
- a non-Dutch passport in which the issuing of a residence permit has been noted by the Aliens Department
- an identity card of an EU country;
- a refugee or aliens passport.

If a person refuses to produce evidence of identity on request, he or she may be requested to leave the Convention Centre and, if necessary, forcibly removed. Persons under the age of 16 years may not be allowed into the Convention Centre during the build-up or breakdown of exhibitions, conferences and other events (even during holidays and holiday periods). Young employees who have not yet reached the age of 18 years may carry out work only if this poses no danger to their health. If it may pose a danger to health, expert supervision must be present while the work is being carried out.

#### **b) Safety codes**

Every employer is responsible for the working conditions of its employees and also for the safety of other persons in the immediate proximity of employees in the course of their work.

This means that employees should comply with all applicable regulations, directions, instructions and procedures connected with safety in the broadest sense. In addition, they should draw the attention of persons in their immediate proximity to the importance of complying with regulations, directions, instructions and procedures.

A theft, accident or other emergency should be reported immediately to the emergency number of the Convention Centre (chapter 9.1).

It is strictly prohibited to bring weapons into and/or carry weapons in or near the Convention Centre (without authorisation).

During the exhibition build-up and breakdown periods, employees and people who happen to be in the building are strongly advised not to walk through the exhibition halls, meeting rooms and lounge areas where the work is being carried out.

#### **c) Work activities**

All work activities should be carried out with care and caution and without haste in order to minimise the chance of an unsafe situation occurring.

- Pressure of work can be reduced by having a clear plan of work, taking sufficient breaks and ensuring that responsibilities are clearly assigned. To prevent injuries, workers should preferably not wear rings, piercings, watches, bracelets or necklaces during work. Jewellery and loose clothing may in any event not be worn when working with revolving parts.
- Proper preparations should be made before work is started. Unsafe situations are more likely to arise if no preparations or poor preparations are made. Unsafe situations should be reported immediately to the Event Manager of Amsterdam RAI (referred to below as the Event Manager) who is on duty. See also chapter 9.1.
- If there is uncertainty about certain work, the duty Event Manager should be contacted.
- When using hoists and other machinery and during catering work workers with long hair should wear it in a ponytail or hair net.
- Equipment and tools may be used only for the purpose for which they are intended and whose operation is known.



## 1.2 Liability

Amsterdam RAI is not liable for any form of damage and/or loss of goods, tools or possessions. Furthermore, Amsterdam RAI is not liable for any bodily injury, unless there has been intent or gross negligence on the part of Amsterdam RAI.

## 1.3 Duties and responsibilities

Everyone is responsible for his/her own working conditions and those of his/her colleagues and other persons who are in the place of work in the immediate proximity of the employee. The employer is responsible for supervising his or her own employees.

## 1.4 Licences and permits (incl. permits to work)

Application may have to be made for a permit or licence for certain types of activity. This can be requested from the Licences Desk or, in the event of work on the building, from the Building & Technology Department of Amsterdam RAI. For a detailed explanation, reference should be made to the Rules & Regulations.

In the case of rigging activities, a proposal should be made to the RAI Account Manager. For a detailed explanation, reference should be made to the Rigging Manual.

## 1.5 Training and information

- Employers are responsible for ensuring that workers are adequately trained.
- Employers must ensure that the employees and third parties who are hired or contracted by them are properly briefed on the work they are to perform and the related risks, as well as on how to prevent or mitigate these risks.

## 1.6 Rules on smoking

- Smoking is prohibited inside the Convention Centre. This also applies to the underground car parks. Areas where smoking is prohibited are indicated by No Smoking signs (figure 1).

Figure 1: No Smoking



Figure 2: Smoking Area



- Smoking is permitted outdoors at the RAI only in the designated areas marked with a Smoking Area sign (figure 2). Cigarette butts must be put in the ashtrays provided in these areas.
- Supervisors monitor and enforce compliance with these rules on smoking.

## 1.7 Alcohol and drugs

- *Alcoholic beverages, drugs and/or psychedelic substances may not be brought into or consumed in the Convention Centre during work.*
- Working in the Convention Centre while under the influence of stimulants or intoxicants of this kind is not permitted.
- At the request of a supervisor of Amsterdam RAI, everyone is required to submit to a search for prohibited stimulants or intoxicants. Anyone who refuses to cooperate may be requested to leave the RAI's premises and grounds directly.

## 1.8 Aggression and violence

- Aggression or violence in or around the Convention Centre is not tolerated. If a worker engages in any form of aggression or violence, this should be communicated directly to the superior of the person concerned or to the duty Event Manager (in the case of outside contractors) or the duty manager of the Parking Department and, depending on the nature of the violence, to the police.
- Any person who is confronted with any form of aggression or violence should not enter into discussion with the person concerned.
- After any act of aggression or violence an investigation is instituted into the nature of the incident.
- Any person who has committed any form of aggression or violence runs the risk of being barred from the Convention Centre for a considerable time.



# 2. Crisis Management Plan



The Crisis Management Plan is a collection of all plans and sub-plans intended to prepare the Convention Centre for an emergency. For this purpose, an emergency is deemed to be an unexpected event that causes damage or injury. During emergencies the Crisis Management Plan governs the actions of the staff in discharging their duties.

## 2.1 Preparations for a possible emergency

Preparation means taking measures in advance to deal with possible contingencies. Various preparations can be made to deal with potential emergencies. One example is fire prevention measures. Amsterdam RAI also has its own in-house emergency response service (bedrijfshulpverleningsorganisatie / BHV). In addition, staff of Amsterdam RAI undergo the right crisis management training and are properly informed about ways of preventing emergencies as far as possible.

### 2.1.1 Fire safety

- The use of (flammable) combustible material is not permitted. Such material may be used only if it fulfils the requirements set out in the Rules & Regulations.
- All materials used in the construction of stands should comply with the requirements set out in standard NEN 6065:1991 nl.
- Textiles used to carpet or otherwise decorate exhibition stands or halls should be impregnated beforehand with fire retardants.
- The use of the following substances/equipment is permitted only with the prior written permission of the Safety Expert of Amsterdam RAI:
  - electrical and/or calor gas equipment for demonstrating cooking, frying and deep-frying;
  - compressed or liquid gases;
  - fire accelerant liquids;
  - non-ionising radiation equipment.
- The use of flammable or explosive substances, gases and dangerous goods, including ionising radiation, is not permitted.



### 2.1.2 Extinguishers

- All fire extinguishers and fire hoses should be properly reachable and visible at all times. Access to them may not be blocked.
- All fire extinguishers should bear a valid expiry date.
- If the expiry date has passed, this should be reported to be Technical Department of the Convention Centre.
- Fire extinguishers that are not the responsibility of the Convention Centre (i.e. fire extinguishers provided by third parties) are the responsibility of the party concerned.
- Fire extinguishers may be used only to extinguish a fire.
- To prevent Legionella bacteria a fire hose may not be used for any purpose other than extinguishing a fire.

### 2.1.3 Naked flame (welding, burning and grinding)

- Naked flame means both a flame used during work involving welding torches and blowtorches and sparks generated by machinery (e.g. grinding equipment).
- Before the start of work involving a naked flame, a permit to work should be requested from the Building & Technology Department (afdeling Gebouw & Techniek) of Amsterdam RAI (chapter 9.1).
- Fire extinguishers should be kept within reach at all times during work activities involving a naked flame.
- Personal protective equipment as described in chapter 4 must be worn when carrying out such work.
- When work involves the use of gas, the gas cylinders should be positioned in a stable manner and should be protected from the naked flame.
- Leaving blowlamps and gas torches on when away from the place of work is strictly prohibited.

### 2.1.4 Emergency exits

- The emergency exits should be capable of being opened at all times; these exits must therefore be kept free of obstacles (goods and rubbish).
- It is not permitted to lock the emergency exits or use them for a purpose other than escape in an emergency.

### 2.1.5 Emergency response service

The purpose of the in-house emergency response service (Bedrijfshulpverlening / BHV) is to prevent accidents and other expected disasters as far as possible and to mitigate their consequences. Members of the in-house emergency response service (who are recognisable by their orange vest) are in charge



until the professional emergency services arrive. Thereafter their duty is to assist these professional emergency services. In view of the nature of the activities in the Convention Centre the emergency response team concentrates on evacuating people from the buildings. During an evacuation those present must leave the building under the direction of the emergency response team. Duties of the members of the emergency response team include:

- providing first aid in the event of accidents (if no first aid staff are present);
- the provision of first aid includes the use of an Automatic External Defibrillator (AED); this can be recognised by the AED logo (figure 3);
- containing and fighting any fire;
- preventing and mitigating accidents;
- sounding the alarm in emergencies and evacuating all workers and other people from the building;
- taking part in evacuation drills;
- alerting and cooperating with the municipal or regional fire service and other emergency services in the event of an emergency.

Figure 3: AED



### 2.1.6 Safety training and general basic knowledge

All employers must ensure that their employees and third parties who are hired or contracted by them are properly briefed on the work they are to perform and the related risks, as well as on ways of preventing or mitigating these risks. In addition, employers are responsible for ensuring that their staff are properly trained.

Amsterdam RAI has adopted the SCC (Safety Checklist for Contractors) standards for its own staff involved in operational activities. In the future, Amsterdam RAI will also use these standards as guidelines for the activities of third parties.

## 2.2 What to do in the case of an accident or emergency

Quick action is needed in the event of an accident or emergency. Every effort should be made to fight the fire or handle the emergency as effectively as possible.

### 2.2.1 Fire

In the case of fire:

- assess the fire and try to extinguish it if this can be done safely;
- if you cannot extinguish the fire, break the glass of the fire alarm;
- always report the fire by calling number 020 549 **1234** and state the exact location of the fire and the nature of the fire;

- if possible, lead any people who are in danger to a safe place;
- never forget your own safety.

### 2.2.2 Accident

An accident occurs as a result of an unfortunate chain of events and causes harm to the health of the victim. Where an accident occurs, it is necessary first of all to think of one's own safety and the safety of other persons. Where the accident causes injury, the victim must be comforted and reassured as far as possible. Help to the victim should be limited to the performance of first aid. The provision of further assistance should be left to the experts such as emergency response team members or emergency service personnel.

### 2.2.3 Reporting unsafe situations and accidents

Accidents should be reported to the emergency number of the Convention Centre (chapter 9.1).

- Any accident, including a minor one, or unsafe or unhealthy situation should be reported by employees to their superior or the customer. The superior should report this immediately (but in any event within 24 hours of the accident) to the RAI's Health & Safety Coordinator.
- Reports to the Health & Safety Inspectorate (Arbeidsinspectie) may be made only by the Quality, Safety, Health and Environment Manager and/or the Safety & Security Manager of Amsterdam RAI (chapter 9.1).

### 2.2.4 Accident report form

When an accident is reported, an accident report form should be completed. These forms are present at every first aid post in the Convention Centre and are intended for all accidents that take place in and around the Convention Centre.

### 2.2.5 Evacuation

When the evacuation alarm is sounded, everyone should immediately leave the workplace by a safe route. When the evacuation alarm is sounded, everyone should immediately leave the workplace by a safe route and go to the nearest safe assembly area outside the building. Assembly areas can be recognised by the assembly area symbol (figure 4).

The nearest emergency door can be found by following the escape route signs (figure 5). In addition, everyone should follow the instructions of the emergency response team members. The escape route signs should be properly visible at all times. The evacuation alarm is tested at 8.30 a.m. on the first Monday of every month.



Figure 4:  
Assembly area



Figure 5: Emergency exit





# 3. Means of transport



## 3.1 Traffic

The general traffic rules applicable under the Road Traffic Act (Wegenverkeerswet) apply in and around the Convention Centre. In addition, the following special RAI rules apply:

### Do's

- the directions given by traffic controllers should be obeyed;
- the maximum speed in the exhibition halls is ten (10) kilometres per hour (figure 5); the maximum speed on the outside grounds and in the underground car parks is also ten kilometres per hour;
- if the vehicle is fitted with seat belts they must be worn;
- the use of flashing lights is compulsory if use is made of the public highway or during loading and unloading;
- traffic (including pedestrians) coming from the right has right of way; vehicles should drive on the right;
- all parts of the body should remain within the vehicle while it is being driven;
- if a forklift truck is driven on the public highway, it must be fitted with a complete set of working lights and, at the rear, two (2) reflectors.

### Don'ts

- sounding the vehicle's horn is not permitted except when approaching a crossing where the view is obstructed and other traffic may be approaching; in such a case the horn may be sounded as a warning;
- access routes designated for use by the emergency services may not be blocked at any time;
- it is not permitted to take passengers if there is no place for them;
- driving under the influence of substances such as alcohol, drugs or medicines that impair (or can impair) the capacity to react is not permitted;
- drivers must take account of conditions and may never drive faster than is permitted in the circumstances;
- the use of a mobile phone or sound equipment such as an MP3 player or iPod is not permitted while driving.

Figure 5: Maximum speed



### Traffic signs

Everyone should obey the traffic signs around the Convention Centre.

### Certificate and driving licence

Anyone driving a vehicle should have a valid certificate for the type of vehicle concerned (forklift truck, electric cart, aerial lift, etc.) and should be adequately trained in its use. A valid certificate for the vehicle concerned is sufficient within the Convention Centre and the underground car parks forming part of it.

On the RAI's outside grounds anyone driving such a vehicle (forklift truck, electric cart, boom lift, etc.) requires not only a valid certificate for the vehicle concerned but also a valid driving licence.

- The RAI's outside grounds are deemed to include the area in front of the RAI along the Europaboulevard as well as the Congresplein, the Parkplein, the roads providing access to and from the P1/P2/P3/P6 underground car parks and the P6, P9, P10 car parks as well as the cycle paths (including the Green Swath beside the Parkhal in the direction of the Beatrixpark and the Strandzuid/Zuidpool area). These grounds do not therefore include the P1, P2, P3 and P7 underground car parks and the P4 and P5 parking areas for goods vehicles.



## Parking

Vehicles may be parked only on parking places or places designated by Amsterdam RAI for this purpose. Vehicles may not be parked in the car park under the Amstelhal.

## Cycling

- Bicycles may not be ridden over the curb or against the direction of travel.
- Front and back lights on bicycles must be used in the dark.
- Bicycles should be inspected before use and any faults repaired.

## 3.2 Loading & unloading

- Loading and unloading is permitted only at the delivery bays intended for this purpose.
- Pallets that are damaged or unfit for purpose may not be used.
- Dangerously stacked pallets may not be loaded or unloaded.
- Loading and unloading must be carried out in controlled conditions.
- Driving with goods that protrude out of the vehicle is prohibited.
- During loading and unloading a forklift truck must carry a flashing light.
- Goods may not be placed in front of an emergency door. Emergency doors must be kept free at all times. Also, fire extinguishers and hose reels must always be accessible.



## 3.3 Forklift trucks

- Only approved forklift trucks bearing a CE mark and approval sticker may be used in and around the Convention Centre. If the expiry date of the approval has passed the forklift may no longer be used.
- A forklift may not be overloaded (i.e. carry a load more than the prescribed maximum).
- Passengers may not be carried on a forklift in any way whatever.
- Forklifts must be used in controlled conditions; badly stacked loads are not permitted.
- To prevent forklifts from rolling over, operators may not take corners too fast.

- People may never be lifted on the forks or work from the forks (unless they are working from a container intended for this purpose).
- Working or walking under the forks is prohibited.
- While driving in the halls forklifts must carry a flashing light as this makes them more visible.
- Gas-powered forklift trucks should be parked outside (when parked for long periods).
- Forklift operators should have received sufficient training and instruction in the use of the truck. On request they must produce a valid forklift certificate and a valid driving licence. Persons under the age of 18 years are not permitted to drive a forklift.
- A seatbelt must be worn unless the forklift is fitted with a safety cage.
- Operators must wear appropriate personal protective equipment as described in chapter 4.
- The forklift must be inspected for faults before use.
- Forklifts carrying a stacked load should be driven at walking pace.
- Forklifts should be driven in reverse if the load obscures the view ahead.
- While forklifts are being driven the forks should be kept low. The maximum height of the forks during driving is fifteen (15) centimetres above the ground.
- If a forklift or other vehicle is driven on the public highway it must be fitted with a complete set of working lights and, at the rear, two (2) reflectors. It must also have mirrors and a working horn.
- Diesel-powered forklifts may not be used in the Convention Centre. The only exception to this rule is where a load exceeds four (4) tonnes. In that case the forklift should be fitted with a proper diesel particulate filter.
- People may never be lifted on the forks or work on or from the forks. Only in exceptional cases and solely if the written approval of the Technical Department or of the Quality, Safety, Health and Environment (KAM) Department has first been obtained may people work from a (CE certified) forklift-mounted basket.

## 3.4 Aerial lifts

- Aerial lifts include scissor lifts, boom lifts, telescopic booms and articulated booms. Only approved and properly maintained aerial lifts may be used in and around the Convention Centre. These must have a CE mark.
- All safety equipment should be inspected before an aerial lift is used.
- Any faults should be reported immediately to the person in charge and should be repaired before the aerial lift may be used.



- Aerial lift operators should have received sufficient training and instruction in the use of the lift. On request they must produce a valid aerial lift certificate. Persons under the age of 18 years are not permitted to operate an aerial lift.
- An aerial lift operator should wear appropriate personal protective equipment. It is obligatory to wear an approved safety harness, which must be attached by means of a safety line to the work cradle.
- It is prohibited to leave an aerial lift while it is in extended position. Instead, the lift must first be lowered to the ground.
- An aerial lift may not be used in wind force six (6) or higher.
- An aerial lift should always be positioned on a level surface. If the lift has struts, these should be used in the correct manner.
- People in the work cradle should remain standing in the cradle (on both legs) at all times. It is prohibited to raise the floor of the work cradle. Standing on railings is prohibited.
- Materials may not be allowed to project beyond the work cradle.
- Aerial lift operators are obliged to wear a safety helmet if they have to perform work at a height of two and a half metres (2.5 m) or more.
- An aerial lift should not be used for hoisting work.
- An aerial lift may be moved only if the boom is retracted and it is driven at walking pace. If necessary, someone should walk in front to assist.
- An aerial lift should comply with the machinery guidelines.
- An aerial lift should be tested and approved once a year and evidence of this should be visible.
- Only in exceptional cases and solely if the written approval of the Technical Department or of the Quality, Safety, Health and Environment (KAM) Department has first been obtained may people work from (CE certified) crane-suspended or forklift-mounted baskets.

### 3.5 (Electric) pump trucks

- An electric pump truck may be used only for the transport of goods and should bear a CE mark. It is prohibited to stand or scoot on a pump truck while it is in motion. It is also prohibited to carry passengers on pump trucks.
- Electric pump trucks fitted with a platform may not carry passengers.
- A badly stacked load may not be carried.
- Operators of an electric pump truck should have received sufficient training and instruction in the use of the truck. On request they must produce a valid pump truck certificate. Persons under the age of 18 years are not permitted to operate an electric pump truck.

### 3.6 (Electric) carts

- For this purpose electric carts include all electric-powered vehicles.
- Drivers of an electric cart should have received sufficient training and instruction in the use of the cart. Persons under the age of 18 years are not permitted to drive an electric cart.
- Electric carts may not be driven with a badly stacked load.
- In the exhibition halls and other areas of the Convention Centre electric carts should be driven at walking pace; driving faster is not permitted. The maximum speed is ten kilometres per hour (10 kph) within and in the vicinity of the Convention Centre).
- It is not permitted to carry passengers, unless the vehicle is fitted with a passenger seat and the passenger sits on this.
- A seatbelt must be worn if fitted to the vehicle.
- If the vehicle is fitted with a handbrake it should be applied when cart is no longer in use

### 3.7 Exhaust fumes in the exhibition halls and enclosed areas – diesel engine emissions (cars, minibuses, trucks, sweeping machines and generators)

- Diesel-powered vehicles should remain outside the exhibition halls and enclosed spaces (incl. the Amstelkelder). They may enter the exhibition halls only if fitted with a proper diesel particulate filter.
- If a vehicle is in an exhibition hall to carry out particular work, it should be driven out of the hall as soon as possible after the work is completed.
- During work in the exhibition halls the engine should not be left running while the vehicle is stationary. If this is nonetheless necessary for the work, the Event Manager should first be consulted.
- Unloading should take place outside the exhibition halls. Unloading in the halls may be permitted by way of exception. This should be arranged in consultation with the Event Manager.



# 4. Personal Protective Equipment (PPE)



**Collective protection is preferable to individual personal protection.** Collective protection is protection intended for two or more persons.

The employer should provide information about dangers and hazards in the workplace and about the purpose of personal protective equipment and how it should be operated, worn and used. If the use of extra protective equipment is required in the safety instructions, everyone is obliged to wear or use this. If more than one item of personal protective equipment is worn, the various items must be co-ordinated with one another.

Personal protective equipment may be used only for the intended purposes and in accordance with the instructions for use. The safety instructions are indicated by means of pictograms. The meaning of the pictograms is explained in chapter 9.2.

Employers must ensure that their employees and third parties who are hired or otherwise contracted to carry out work are properly informed about the activities to be performed by them and the related risks as well as about the measures to be taken to prevent or mitigate these risks.

## 4.1 Fall protection

- Everyone who works at a height above two and a half metres (2.5 m) is obliged to wear fall protection equipment. Fall protection equipment means a body harness, safety hook and lifeline with fall protection mechanism.
- Fall protection equipment should have a CE mark and should meet the requirements of standard NEN-EN 361:2002.
- The safety hook should be attached to a strong and fixed anchor.
- After a fall the harness should be destroyed.
- The fall protection equipment should be maintained and tested at least once (1) a year. Proof of approval must be visible.
- Fall protection equipment should be made available by the employer to the workers. Instructions for the use of the fall protection equipment must be present.
- The fall protection equipment should be inspected before use.

## 4.2 Clothing and footwear

### a) Footwear

During the buildup and breakdown periods people working in the exhibition halls, meeting rooms and lounges are obliged to wear safety shoes. During these periods other passers-by in the Convention Centre are strongly advised not to enter the exhibition halls, meeting rooms and lounges (unless they are wearing safety shoes).

Safety shoes must bear a CE mark and be classified in classes S1, S2 or S3. Safety shoes should be properly maintained and repaired and kept clean.

### b) Clothing

- All protective clothing should meet the requirements of standard NEN-EN 340:2004.
- People working in the underground car parks and the outdoor grounds around the Convention Centre are advised to wear a reflective jacket.
- Wearing protective clothing during work involving dangerous substances is obligatory. Work involving dangerous substances includes operating a rinsing or washing machine, working in the battery charging station and working with naked flames.
- Sleeves and trouser pipes should be close fitting and should not have cuffs or turn-ups.
- People may not wear shorts while carrying out fire hazardous work.
- People operating machinery with revolving parts should not wear sleeves with cuffs or buttons.
- Workwear for electricians may not have metal fasteners or zips.
- Clothing should be appropriate for the weather conditions.
- Protective clothing should be ergonomically sound, i.e. comfortable and well-fitting.





#### c) **Heavy duty gloves**

- Heavy duty gloves should have a CE mark.
- Category I gloves provide protection against minimal risks (gardening gloves, home safety gloves, etc).
- Category II gloves provide protection against intermediate risks (resistant to rough objects, mechanical hazards, etc).
- Category III gloves provide protection against very serious risks with a chance of fatal or permanent injury (chemicals, temperatures above one hundred (100) degrees Celsius etc.). Gloves may not be worn when operating machinery with revolving parts.

### 4.3 Hearing protection

- Hearing protection means internal protection (ear plugs and otoplastics) and external protection ( earmuffs).
- Internal hearing protection is preferable in the case of regular use in very noisy areas, in areas with relatively high temperatures and in areas with high humidity levels and in combination with other forms of face protection.
- Employers are obliged to provide hearing protection to workers and to give instructions on its use. Employers must also inform workers about the possible dangers of noise exposure.
- In the case of noise levels of eighty or more decibels (80 dB[A]) over a time-weighted average (TWA) of eight (8) hours the noise should be muffled as far as possible at source. If it is not possible to limit the noise level at source, workers are obliged to wear hearing protection.
- In the event of a noise level of under eighty decibels (80 dB[A]) over a period of eight (8) hours, hearing protection is desirable but not obligatory.

### 4.4 Head protection

- Head protection may consist of an industrial helmet or, in the case of catering staff, a hairnet or hair cap. A helmet must bear a CE mark, and a hairnet or hair cap must meet the HACCP requirements.
- If there is a danger of falling objects, workers are obliged to wear a safety helmet.
- Workers working at a height of more than two and a half metres (2.5 m) are obliged to wear a safety helmet.
- Catering staff must always wear a hairnet or hair cap in accordance with the HACCP rules. Once a hairnet has been used it may not be reused.
- After a helmet has been hit by a falling object it may not be reused and must be replaced.
- Before starting work, workers must inspect their helmet for faults and check the expiry date. If the expiry date has passed the helmet may not be used as it no longer affords protection.



### 4.5 Face protection

#### a) **Safety goggles**

Workers must wear safety goggles when carrying out work that poses a hazard to the eyes, for example work involving dangerous substances or flying particles. Safety goggles should bear a CE mark. In addition, they should have side shields to prevent substances or particles from reaching the eyes from below or from the side.

#### b) **Face shield**

If safety goggles do not provide sufficient protection for the head, a full face shield should be worn. This does not protect against dust particles and gases.

#### c) **Breathing protection**

Breathing protection is obligatory if workers are working in an environment in which there is inadequate ventilation or are working with dangerous vapours or substances (which can give off fumes) or when substances are released (e.g. sawdust or fine particulate matter). Breathing protection means a breathing mask or mouth mask.

#### d) **Welding protection**

Workers carrying out welding work are obliged to wear welding protection equipment. Before starting work they should inspect their equipment for faults. Any faults discovered must first be repaired. The welding protection equipment should be modified in keeping with the type of work undertaken, i.e. electric welding or gas welding.

### 4.6 Maintenance of personal protective equipment

Personal protective equipment should be regularly inspected for faults. Any faults should be repaired before work starts. If the faults cannot be repaired, the equipment in question may not be used.



# 5. Stand construction

- A detailed description of this subject and related matters can be found in the Rules & Regulations (Accommodatiereglement). These Rules & Regulations can be found on the website of Amsterdam RAI ([www.RAI.nl](http://www.RAI.nl)).
- It should be possible to reach and leave stands (places of work) safely.
- When work that poses a fire risk is carried out a fire extinguisher must be kept within reach.
- Combustible items or parts of a stand must be shielded from the work.
- The work of connecting stands to the power supply of the Convention Centre (voltage: 230/400V at fifty (50) Hz) is entrusted to a recognised electrical contractor used by Amsterdam RAI. Power may not be generated in any other way. Regardless of which electrical contractor is used, the electrical inspections at the stands must be tested and approved by the Convention Centre's recognised electrical contractor. The manager of Amsterdam RAI's Technical Department (TD) is responsible for the electricity grid.

## 5.1 Transport routes and gangways

The transport routes should be sufficiently wide and free of obstacles. All transport routes and gangways should be kept as free as possible of gear and rubbish. If work is being done on a stand, for example the laying of a floor, and there is no space on the stand for the gear and materials being used, things may be placed temporarily in the gangway. This applies only to items intended for the work being carried out at that moment. These items should then be removed as quickly as possible. Preferably, however, these items should be stored outside the exhibition halls and then brought into the halls on forklift trucks.

The supervisors are authorised to remove items (or cause them to be removed) if any instructions they give are not obeyed. Blocking access to fire extinguishers, fire hose reels, emergency doors, emergency showers and other safety facilities is strictly forbidden.

## 5.2 Use of tools

- Only CE approved and properly maintained tools may be used. Electric tools should meet the requirements of standard NEN 3140:1998 nl.
- To prevent injury, workers should preferably not wear rings, piercings, watches, bracelets or necklaces when working with moving parts. Wearing jewellery and loose clothing is any event not allowed when working with revolving parts.
- Tools, particularly electric tools, should be inspected before use. The use of damaged tools is prohibited.
- When electric tools are no longer needed for work they must be completely switched off; this also applies during work breaks.
- Tools should be left behind in such a way that they cannot be operated by unauthorised persons.
- When electric tools are used in the work area, this should be well-lighted and stable.
- Workers are obliged to wear personal protective equipment as described in chapter 4.
- Tools should be used only for their intended purpose.
- Maintenance carried out on (electric) hand tools should be recorded in a maintenance logbook.
- The work equipment must be periodically tested and approved. The approval date must be visible on the equipment.

### 5.2.1 Prohibition on removal of protection devices

It is prohibited to remove, disable or switch off protection devices fitted to machines and tools. It is strictly prohibited to use a machine or tool if the protection is no longer present or is damaged.

## 5.3 Electrical work

It is strictly prohibited to carry out live electrical work. Electrical work may be carried out only by qualified staff. Personal protective equipment such as a helmet with face screen, rubber gloves and non-flammable clothing should be worn at all times. All installations (including wall sockets) should comply with the requirements of standard NEN-1010:2007 nl. Equipment connected to the power supply must meet the requirements of standard NEN-3140:1998 nl.





**a) Before electrical work is started the following steps should be taken:**

- switch off all installations or equipment;
- check that all equipment is dead; the use of a voltage-tester or (insulated) screwdriver for testing is not permitted;
- lock the installation by means of padlocks;
- hang a tag or magnetic strip on the main switch clearly indicating that the switch may not be operated and showing the date, the name of the event and the nature of the work being carried out (lockout/tagout system);
- remove and take away knife-blade fuses if current is not permitted; these may be removed only by a qualified (trained) person;
- insert plastic dummy fuses that bear a warning;
- enter a record of this in the wiring lists and wiring books of the power supply electricians;
- shield any parts that can be touched;
- cover with insulation material any parts that are live.

**b) Before an installation is activated the following steps should be taken:**

- the work should be ended or interrupted;
- remove temporary earth or short-circuit connections;
- remove the padlocks;
- replace safety devices that have been temporarily removed;
- replace temporarily removed devices that protect against direct touching.

The activation of an installation should be carried out by a qualified and recognised electrician.

**c) Locating an electrical fault:**

Faults should be located by a qualified and recognised electrician. Such an electrician should use an insulated rubber mat when carrying out this work. Other parts of the circuit must be covered with insulating material and warning signs should be put in position. Only double-insulated tools may be used.

## 5.4 Sealing cable entry holes in the floor

Cable entry holes in the floor must be sealed off if no use is made of them. Water pipes or electricity or ICT cables may protrude from holes in the floor. The position of the holes should preferably be marked.

## 5.5 Order, tidiness and hygiene

- Workplaces must be fitted out in accordance with ergonomic principles, unless this is not reasonably possible.
- Cables and wires should be tucked away as far as possible to prevent people from tripping over them. Safety is improved if cables and wires are taped up, hung up or covered with an anti-slip mat. This is why this has been made compulsory by Amsterdam RAI.
- To ensure proper hygiene, the workplace should be kept free of dust as far as possible and, in so far as work safety so requires, kept in proper order.
- Rubbish generated by the work should be sorted and disposed of separately. The rubbish can be disposed of in the ICOVA containers ordered from the webstore or in the refuse bags of Amsterdam RAI. Firms may not use their own refuse bags; these will not be collected by Amsterdam RAI.

## 5.6 Working conditions

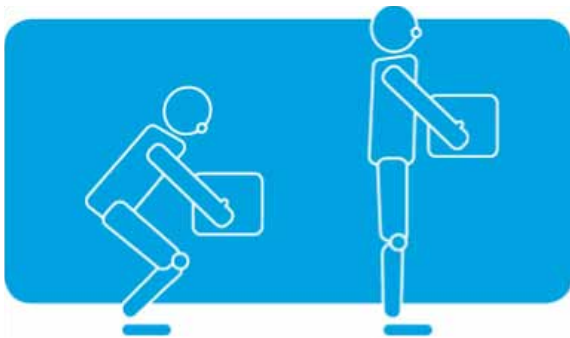
- Personal protective equipment should be worn to provide protection against hot or cold weather conditions.
- The place where the work is carried out should be sufficiently lighted.
- There should be sufficient drinks at the workplace to enable workers to warm up or cool off.
- Preferably there should be an area where workers can warm up or cool off.
- The workplace should be adequately ventilated to ensure that sufficient uncontaminated air is present.



## 5.7 Physical burden

- The work should be organised in such a way, the workplace fitted out in such a way and the production working method applied or such aids and personal protection means used that the physical load entails the fewest possible dangers for the safety and health of the worker.
- For their own safety workers should not manually lift weights heavier than twenty-five kilograms (25 kg). Weights in excess of twenty-five kilograms (25 kg) should be lifted with the help of a mechanical aid.
- Lifting should be done by bending the knees and keeping a straight back. The load should be kept as close as possible to the body (figure 6).
- Working positions should be varied as much as possible in order to prevent Repetitive Strain Injury (RSI).
- Poor posture can be prevented by wearing personal protective

Figure 6: Lift loads by bending equipment (see chapter 4: the legs and keeping a personal protective equipment) or straight back by the use of tools.



- Every effort should be made to avoid spending lengthy periods kneeling or in an awkward or twisted posture.

## 5.8 Compulsory use of safety harness and line

Two rules apply specifically to the erection and dismantling of scaffolding and grandstands:

- anyone involved in erecting or dismantling scaffolding or a grandstand at a height of more than two and a half metres (2.5m) and working within one and a half metres (1.5m) of the edge of scaffolding or grandstand is obliged to wear an approved safety harness and line; this is required by Dutch law, namely by Article 3.16 of the Working Conditions Decree (preventing the risk of falls);
- anyone involved in erecting or dismantling scaffolding or a grandstand and working on or under the uncompleted structure concerned is obliged to wear an approved safety helmet.





# 6. Working at height



## 6.1 Working at height

Working at height means working on scaffolding, on a grandstand or multi-floor stand or on a roof.

### a) Scaffolding

- Scaffolding must be erected in accordance with the requirements of standard NEN-EN 12811-1:2004.
- Scaffolding material should be of good quality; otherwise it may not be erected.
- If scaffolding may be built inside the exhibition halls to a height in excess of twelve metres (12m) it requires bracing. Outdoors, scaffolding higher than eight metres (8m) requires bracing.
- A mobile scaffold tower may not be moved if materials or persons are present on the scaffolding. Mobile scaffolding may be moved only if the height is less than eight metres (8m).
- Scaffolding may be erected only on a firm, level surface. The use of stabilisers is obligatory.
- If scaffolding is more than two metres (2m) high, workers involved in erecting or dismantling the scaffolding should always be attached by a line.
- If more than fifty (50) volt AC or one hundred and ten (110) volt DC is used, the scaffolding should be earthed.
- The work platforms of scissor and multi-storey stands should be completely boarded and have proper edge protection (planks of at least ten (10) cm high). A guard rail should be fitted at a height of 1 m above the work platform and an intermediate guard rail at a height of fifty (50) cm.
- The maximum load which scaffolding is designed to take must never be exceeded.
- The maximum load must be indicated on the scaffolding at eye level.
- Materials may never be stacked on a scaffold to a height in excess of fifty-five (55) cm, unless extra guard rails have been fitted.
- The work platform of a scaffold should be marked in order to prevent the risk of collisions and the risk of people being hit by falling objects.

### b) Inspections

The user of scaffolding should be in possession of an inspection certificate (this does not apply to mobile scaffolding). The user may be requested at any time by the enforcing authority to produce the certificate. Scaffolding should be inspected and

approved before use. This should be done by a person who is in possession of the scaffolding erection 'B' certificate or a similar certificate (this does not apply to mobile scaffolding). If the scaffolding has been approved a green label bearing the date of the approval must be attached to the scaffold. In the event of alterations to the scaffold, follow-up inspections must be carried out before use.

### c) Use

In the case of mobile scaffold towers the wheels should be blocked before work starts. The scaffolding should be climbed in the correct manner (on the inside). Work may not be carried out from elevations on the scaffold (such as a ladder). It is prohibited to carry out work on scaffolding that has already been partially dismantled.

## 6.2 Ladders and stepladders

### General

- A ladder or stepladder should fulfil the requirements of standard NEN-EN 2484:1989 nl.
- The rungs on a ladder or the steps on a stepladder should have an anti-slip design.
- Working on a ladder or stepladder is permitted only if this is a one-off activity and the use of other aids is not possible to.
- Scaffolding or an aerial lift should be used for repetitive work.
- A ladder or stepladder should preferably not be used at heights of more than two and a half metres (2.5 m). The maximum height at which a ladder may be used is ten metres (10 m).
- The access to a ladder or stepladder should be kept free at all times.
- If necessary, the area around the ladder or stepladder should be marked.
- Never put up a ladder or stepladder in front of a door. If there is no other alternative, the door should be locked.
- Extension ladders should be used in such a way that the various parts cannot slide in relation to one another. The overlap should be at least two (2) rungs. Where a ladder consists of three parts, it is not permitted to work above the uppermost hinge point.
- Wheeled ladders or stepladders must be secured before they are mounted.



## Inspections

Before use a ladder or stepladder should be inspected for faults. If faults are discovered or if the inspection date has expired and/or the rungs are dirty, the ladder or stepladder may not be used. Ladders and stepladders should be inspected at least once a year and the inspection date should be marked (legibly) on them.

## Positioning

- Ladders and stepladders should be positioned in such a way as to ensure stability during use.
- There should be sufficient space around the ladder or stepladder.
- A ladder should be positioned at an angle of approximately seventy-five degrees (75°).
- A ladder should be placed in such a way that the top or bottom cannot slide away.
- To maximise safety it is desirable for the ladder or stepladder to be secured by a rope or stabilisation device.
- A ladder should extend at least one metre (1m) above the workspace to which it gives access. There must be an adequate handhold present at the height at which people get off the ladder.
- The ladder or stepladder must be erected in the correct manner (i.e. not upside down or back to front) and must be placed on a level surface.

## Use of ladder or stepladder

- A ladder or stepladder may not be used by a person wearing shoes with dirty or smooth soles.
- Work must not be carried out if it is beyond reach.
- For this purpose reach means arm's length.
- Tools should be brought up with ropes or in a holster attached to a belt.
- A ladder or stepladder may be used only if weather conditions permit.
- A ladder or stepladder may not be used outdoors in wind force six (6) or higher.
- A ladder or stepladder may not be moved while the user is still on it.

## 6.3 Rigging

- (Approved) fall-arrest protection must be worn when working at height of more than two and a half metres (2.5 m).
- A safety helmet must be worn when working at height (including rigging).

For all other rules applicable to reading reference should be made to the manual entitled 'Rigging in the RAI'. The TD Manager is responsible for this.



# 7. Dangerous substances and the environment



## 7.1 Working with dangerous substances

- Before the start of work involving the use of dangerous substances, the employer should inform workers about the risks posed by the substances concerned, the procedures to be followed and the safety measures to be taken, the use of the requisite personal protective equipment, the procedures and measures in the event of an accident or fire (including the use of fire extinguishers) and waste handling in accordance with section 8 of the Working Conditions Act (Arbeidsomstandighedenwet).
- Smoking and naked flames part are strictly prohibited when working with dangerous substances.
- Collective prevention has initial priority in the case of dangerous substances. Collective prevention includes:
  - using tools with an extractor and the extraction of dangerous substances by means of an extractor hood;
  - providing adequate ventilation when weather conditions permit;
  - regularly cleaning the place of work.
- A safety data sheet is obligatory for all dangerous substances and preparations (mixtures of substances). If a chemical product contains more than 1% of dangerous substances, it must have a safety data sheet.
- If collective prevention is not sufficient, personal protective equipment should be worn as described in chapter 4, parts 4.2, 4.3, 4.4 and 4.5.
- Young employees under the age of 18 years may not be allowed to work with dangerous substances.

## 7.2 Storage of dangerous substances

- Smoking or burning a naked flame in the vicinity of storage places of dangerous substances is strictly prohibited.
- Fireworks in any form may not be brought into or stored in the Convention Centre unless a licence has been granted by the competent authorities.
- Dangerous substances may not be stored along the route driven by forklift trucks or other means of transport.
- Stocks of twenty-five litres (25L) or more of dangerous substances and environmentally dangerous substances should be placed in drip trays. Dangerous substances should preferably always be placed in drip trays.

- Gas cylinders or other high pressure cylinders should always be properly secured.
- Explosive substances must always be stored outdoors.
- Other substances may be stored indoors if this would not compromise security.
- Gas cylinders must bear an expiry date. It is strictly prohibited to store gas cylinders that have passed their expiry date in the Convention Centre.
- Wherever possible, dangerous substances should not be stored in direct sunlight.
- Oxygen cylinders may not be placed with cylinders containing flammable gases

## 7.3 Safety data sheets

A safety data sheet should be present for all dangerous substances. The following information should be clearly legible on the safety data sheets:

- the name of the product;
- the nature of the danger or dangers, including the danger symbol;
- what to do after coming into contact with the substance.

The Occupational Health and Safety Coordinator of Amsterdam RAI should be supplied with the safety data sheet for each dangerous product. A safety sheet is obligatory for all dangerous substances and preparations (mixtures of substances). If a chemical product contains one or more dangerous substances that make up more than one percent (1%) of its volume, a safety data sheet must be present for that product.

## 7.4 Battery charging area/station

- A battery charging area or station is a place where the battery electric vehicles are charged. The only place within the Convention Centre where batteries may be charged if the space available for this purpose in the Amstelkelder. This area has been approved for this purpose by the Technical Department. Charging batteries elsewhere is strictly prohibited; this also applies to areas in the Amstelkelder that are not designated as a battery charging area. Cables should be periodically checked; it is prohibited to use a charger if there is a break in the cable.



- Smoking or any form of naked flame in the vicinity of a battery charging station is strictly prohibited.
- Personal protective equipment should be worn when connecting a battery.
- Wearing personal protective equipment is obligatory if a battery must be removed from the vehicle. This must be done using the appropriate (non-conductive, double-insulated) tools.
- The battery charging area should be properly ventilated.
- If battery acid leaks this should be cleaned up as quickly as possible. The incident should also be reported to the Quality, Safety, Health & Environment Manager of Amsterdam RAI. If the Quality Manager is not present, the incident should be reported to the duty Event Manager.

### 7.5 Asbestos

The use of asbestos in the Convention Centre is strictly prohibited. An asbestos protocol applies within Amsterdam RAI. A copy of the protocol can be obtained from the Building & Technology Department of Amsterdam RAI.

### 7.6 Rubbish and waste

Rubbish generated by work carried out in the Convention Centre must be sorted and disposed of. The rubbish can be disposed of in the ICOVA containers ordered from the webstore or in the refuse bags of Amsterdam RAI. Firms may not use their own refuse bags; these will not be collected by Amsterdam RAI.

The rubbish should be sorted in the following way:

- plastic in the special bags;
- wood in the special wood container;
- residual rubbish in the general container.

Dangerous waste such as used oil, paint residues and contaminated solvents should be separated before being handed in (see next section).

Any residual waste or rubbish will be removed at the expense of the stand holder.



### 7.7 Dangerous waste

It is strictly prohibited to throw away dangerous (chemical) waste in the containers or refuse bags. The Exhibitor Services Department of Amsterdam RAI should be contacted for the disposal of dangerous waste (such as paint).

After written application to the Facilities Department of Amsterdam RAI, dangerous waste must be placed in the (lockable) containers specially intended for this purpose. Such waste should be in its original packaging and labelled with the name of the product. If no application has been submitted, the firm concerned is itself obliged to remove empty paint tins, brushes, caulking cartridges etc.

### 7.8 Environmental permit

Amsterdam RAI has an environmental permit. Everyone is obliged to comply with the terms of this permit. Measures should be taken to deal with all activities within and around the Convention Centre that could adversely affect the environment, including surface water pollution and soil contamination.

### 7.9 Environmental disaster

In the event of an environmental disaster, the emergency number +31 (0)20 549 **1234** should be called immediately (chapter 9.1).

There is an environmental disaster if the soil or surface water becomes contaminated. In the event of an environmental disaster the Quality, Safety, Health & Environment Manager of Amsterdam RAI should be contacted. If the Quality Manager is not present, the duty Event Manager should be informed.





# 8. Enforcement



## 8.1 Enforcement of rules

- All rules and regulations contained in the previous chapters should be complied with. Failure to comply with these rules may result in the imposition of sanctions (see section 2 of this chapter).
- Supervisors are responsible for enforcing the rules.
- Workers should immediately report unsafe situations to their superior.
- Instructions given by the supervisors should be obeyed at all times. Where situations occur that are patently unsafe, the employee may be ordered by or on behalf of Amsterdam RAI to terminate the activities immediately.

## 8.2 Sanctions

If work is carried out in an unsafe manner or rules are not complied with as described in this manual, sanctions will be imposed. The sanctions may be imposed in the following manner:

- where an employee works in an unsafe manner for the first time, he or she will be given an oral reprimand. If the situation is very unsafe, an order may be given for the work to be stopped immediately. Notice of this will be sent to the exhibitor and to the organisation at the end of the day;
- if nothing is done to improve safety after the first reprimand, there will be a second oral reprimand;
- finally, if the first two (2) reprimands are not complied with, the employee may be removed from the workplace.

A sanction and enforcement policy applies within Amsterdam RAI. More information can be obtained from the Quality, Safety, Health & Environment Department of Amsterdam RAI.



# 9. Annex



## 9.1 Telephone number and emergency numbers

Emergency number	+31 20 549 <b>1234</b>	Accidents/fire/alarm/emergencies
General malfunctions	+31 20 549 2222	General malfunctions during office hours.

### **NB: outside office hours external parties should contact the Event Managers**







Event Manager	+31 20 549 1111	Europa Complex & Amstelhal
Event Manager	+31 20 549 1110	Holland Complex & Parkhal
Event Manager	+31 20 549 1591	Auditorium
Event Manager	+31 20 549 1592	Forum
Event Manager	+31 20 549 1593	Elicium
Exhibitor Services	+31 20 549 1928	
Ticket Office	+31 20 549 2270	
Quality, Safety, Health & Environment Department	+31 20 549 1414	Reachable during office hours
Safety & Security Department	+31 20 549 1930	
Incident Room	+31 20 549 1930	
Parking Traffic Management	+31 20 549 1710	Reachable during office hours
Licences Desk	+31 20 549 1850	Reachable during office hours
Building & Technology Department (incl. TD)	+31 20 549 1460 / 1470	



## 9.2 Meaning of pictograms

<b>Breathing protection</b>		<b>Safety goggles</b>	
<b>Hearing protection</b>		<b>Safety helmet</b>	
<b>Helmet and hearing protection</b>		<b>Fall-arrest protection</b>	
<b>Helmet, safety goggles and hearing protection</b>		<b>Safety shoes</b>	
<b>Gloves</b>		<b>Face protection</b>	



<p><b>Chain gas cylinders</b></p>		<p><b>First aid</b></p>	
<p><b>Emergency escape route</b></p>		<p><b>Emergency escape route</b></p>	
<p><b>Fire extinguisher</b></p>		<p><b>Fire hose reel</b></p>	
<p><b>Fire alarm</b></p>		<p><b>Naked flame prohibited</b></p>	
<p><b>No smoking</b></p>		<p><b>Scooting on a pump truck is prohibited</b></p>	





<p><b>Maximum speed 10 kilometres per hour</b></p>		<p><b>No access to unauthorised persons</b></p>	
<p><b>No parking</b></p>		<p><b>Do not walk under the load</b></p>	
<p><b>Riding on a forklift is strictly prohibited</b></p>		<p><b>Explosives</b></p>	
<p><b>Mortal danger! Electric current</b></p>		<p><b>Hanging load</b></p>	
<p><b>Dangerous substances</b></p>		<p><b>Watch out: danger!</b></p>	



<p><b>Flammable substances</b></p>		<p><b>Risk of falling due to height difference</b></p>	
<p><b>Warning area</b></p>			



## 9.3 RAI Safety Rules



# Safety Rules in a hospitable Amsterdam RAI

## during the build-up and breakdown of events

### 1. Access

Amsterdam RAI is accessible only to persons in possession of a valid admission pass.

### 2. Safety shoes

- Approved safety shoes must be worn during the stand build-up period.
- Approved safety shoes must be worn from one hour after the close of the event.

### 3. Safety helmet

An approved safety helmet must be worn when the safety sign is on in the exhibition halls.

### 4. Smoking, alcohol and drugs

Smoking, drug-taking and the consumption of alcohol are prohibited.

### 5. Emergency exits

- The emergency exits and yellow traffic routes should always be kept free of obstructions.
- The emergency exits should be used only in emergencies.

### 6. Fire extinguishers

Fire extinguishers should always be kept accessible.

### 7. Working at heights

Persons working at heights in excess of 2.5 metres or in an aerial lift must be attached by a safety line.

### 8. Transport

- The maximum transport speed is 10 kilometres per hour.
- The forks of a forklift truck that is motion may not be more than 15 centimetres above the ground.
- A forklift truck may not be used to transport or lift persons.
- Persons may not make telephone calls while operating a means of transport.
- Only trained personnel have permission to operate a forklift truck.

### 9. Young people

Persons under the age of 16 years are not allowed admission to the RAI during the build-up and breakdown periods.

### 10. Materials and tools

Only approved (i.e. CE certified) machines and tools may be used.

Nothing in this publication may be reproduced and/or published in any way without the written permission of the Executive Board of Amsterdam RAI.

