

ANNEXE 4 SAFE WORKING PRACTICES MANUAL



Introduction

Maastricht Exhibition and Conference Centre has it all, from the perfect venue, to state-of- the-art facilities and services for congresses, events, exhibitions, trade fairs, dinners and overnight stays. Whether you are organizing a conference, launching a new product or throwing a company party - or all of the above - MECC Maastricht is the answer. MECC Maastricht is a non-stop business during the exhibition season, with a wide range of (international) people and equipment crossing paths in quick succession.

The logistics and working methods related to the set-up and break down of stands requires discipline and flexibility. It is vital that all safety regulations are observed to prevent accidents and incidents. Stand builders and suppliers have to find their way in a complex working environment during set-up and break down together with organisers, exhibitors and MECC employees.

MECC Maastricht complies with Dutch laws and regulations, and accepts responsibility by means of clear and carefully considered rules that are understandable and attainable for all. The goal is to create a 'safe and hospitable MECC' where all target groups can carry out their work safely and responsibly. In addition, MECC Maastricht aims to take into account changing perceptions regarding safety.

Safe Working Practices Manual

Our goal is to create a hospitable environment with an enhanced emphasis on safety and increased awareness of the issue. The Safe Working Practices Manual applies to everyone who has occasion to be in or near MECC Maastricht. The manual is a 'living' document, in other words, a document that will be periodically updated.

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1 General information



1.1 General

This manual forms part of the MECC's Rules & Regulations (Accomodatiereglement). The Rules & Regulations provide a complete overview of the preconditions for participating in or organising an event at MECC Maastricht in a legal and safe way.

Employers have a statutory duty to provide good working conditions for their staff. Employees and third parties are, in turn, obliged to exercise due care and caution in order to avoid health and safety risks. While performing work, everyone should use personal protective equipment in the correct manner (see chapter 4).

a) Compulsory identification and age

Under the Compulsory Identification Act everyone in the Netherlands aged 14 years and over must carry valid proof of identity at all times and, on request, produce this to a competent authority. In MECC 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
- 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.

Any person refusing to produce evidence of identity, may be requested to leave MECC Maastricht, and, if necessary, forcibly removed. Persons under the age of 16 years may not be allowed into MECC Maastricht during the set-up or break down of exhibitions, conferences and other events (including during holiday periods). Employees who have not yet reached the age of 18 years may carry out work only under supervision, and only if this poses no danger to their health or to the environment.

b) Safety codes

All employers are responsible for their own working conditions and for those of their employees. The employer is also responsible for the safety of other persons in the immediate proximity of employees in the course of their work. This means that all employees should comply with instructions and procedures connected with safety in the broadest sense. In addition, they should point out to persons in their immediate proximity the importance of complying with regulations, directions, instructions and procedures.

An emergency, accident, a theft (in flagrante delicto), or other safety related irregularities should be reported immediately by calling the emergency number of MECC Maastricht +31(0)43 38 38 390.

It is strictly prohibited to bring weapons into and/or carry weapons in or near MECC Maastricht without authorisation.

During the exhibition set-up and break down periods, employees, suppliers and passers-by are **strongly advised not to walk through** the exhibition halls or congress centre. If the presence of employees and/or others is unavoidable, compliance with all regulations applicable to set-up and break down periods is mandatory.



c) Work activities

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

- Work pressure 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 while working. Jewellery and loose clothing may in any event not be worn when
 working with machinery that contains 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 Duty
 Manager of MECC Maastricht.
- If any uncertainty about certain types of work arises, the Duty Manager should be contacted.
- When using hoists and other machinery and during catering work, employees with long hair should wear it in a (short) ponytail or hair net.
- Equipment and tools may only be used for the purpose for which they are intended and whose mode of operation is known.

d) Access policy during set-up and break down

MECC Maastricht's goal is to provide first-class facilities in a hospitable environment where safety is number one priority. MECC Maastricht must meet the legal requirements (including the Foreign Nationals Employment Act (Wav)). All parties involved (participants, hirers, or other relevant (legal) persons are responsible for their employees and hired third parties.

MECC Maastricht may only be accessed on presentation of a:

- Valid Dutch passport or Dutch ID-card (NIK).
- Valid passport or valid European ID-card from one of the countries within the European Union.
- Valid passport from a country outside of the European Union provided with a valid annotation sticker and a valid work permit.

See Article 3.2.3 of the Rules & Regulations (Accomodatiereglement) of MECC Maastricht B.V.

1.2 Liability

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

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. Employers are responsible for supervising their personnel.

1.4 Licences

Work permits

All building related work activities should be reported to the Coordinator Building & and System Management of MECC Maastricht. (+31 43 38 38 383).

In the case of rigging activities, a proposal should be made to the Event Project Manager. For a detailed explanation see the latest update of the Rigging Manual, available from your Project Manager.

(Event-specific) licences

Providing quality is one of MECC Maastricht's main goals. In order to optimize the quality of its hospitality, MECC Maastricht has introduced a major innovation related to licencing procedures. Thanks to the partnership with the Municipality of



Maastricht, MECC Maastricht is allowed to regulate and enforce event-related licences covered by the Activities decree of the Municipality. More detailed information on this subject is available from your Project Manager.

1.5 Training, information and general basic knowledge of safety

Employers are responsible for ensuring that workers and third parties, who are hired or contracted by them, are adequately trained for and/or briefed on the work they are to perform, the related risks, as well as the measures to be taken to prevent or mitigate these risks.

MECC Maastricht has set the VCA as a standard guideline for its employees in its operational activities.

1.6 Rules on smoking

• Smoking is prohibited inside MECC. This also applies to the multi-storey and underground car parks. Areas where smoking is prohibited are indicated by No Smoking signs (figure 1).





Figure 1: No Smoking

Figure 2: Smoking Area

- At MECC smoking outdoors is permitted 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.
- Duty Management or persons designated by Duty Management will monitor and enforce compliance with these
 rules on smoking.

1.7 Alcohol and recreational drugs

- Alcoholic beverages, recreational drugs and/or psychedelic substances may not be brought into or consumed in MECC during work.
- Working in MECC while under the influence of these stimulants or intoxicants is not permitted.
- At the request of a Duty Manager (or persons designated by Duty Management) of MECC Maastricht, everyone is
 required to submit to a search for prohibited stimulants or intoxicants. Anyone who refuses to cooperate may be
 requested to leave the MECC premises and grounds immediately.

1.8 Aggression and violence

 Aggression or violence in or around MECC Maastricht is not tolerated. Any form of aggression and violence should be communicated directly to the superior of the person concerned or to the Duty Manager.



- Any person involved in any form of aggression or violence should not enter into discussion with the person concerned.
- After any act of aggression or violence an investigation may be instituted into the nature of the incident.
- Any person who has committed any form of aggression or violence runs the risk of being banned from MECC
 Maastricht for a considerable time.



2 Crisis Management Plan

The Crisis Management Plan is a collection of all plans and sub-plans intended to prepare MECC for an emergency. An emergency is an unexpected event that causes damage or injury. During emergencies the Crisis Management Plan dictates the actions of the staff in carrying out their duties.

2.1 Preparations for a possible emergency

Preparation means taking measures in advance to deal with possible emergencies. Various preparations can be made to deal with potential emergencies. One example is fire prevention measures. MECC Maastricht also has its own in-house emergency response service (bedrijfshulpverlening/BHV). In addition, staff of MECC Maastricht undergo the appropriate 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 (annex 1 Fire regulations)
- All materials used in the construction of stands should comply with the requirements set out in the Building decree.
- Textiles used to carpet or otherwise decorate exhibition stands or halls should be impregnated beforehand with fire retardants insofar as the material does not have fire retardant properties. Written proof of the fire retardant character of textiles must be presented on request.
- The use of the following substances/equipment is only permitted in accordance with the occupancy permit and with prior written permission of the MECC Maastricht Safety & Security Officer.
 - o Electrical and/or Calor gas equipment for demonstrating cooking, frying or deep-frying;
 - o Compressed or liquid gases;
 - Fire accelerant liquids
 - Non-ionising radiation equipment
- The use of flammable or explosive substances, gases and hazardous goods, including ionising radiation, is not permitted unless specific licences have been granted; for instance for pyrotechnics.

2.1.2 Fire Extinguishers

- Fire extinguishers may be used only to extinguish a fire. All fire extinguishers and fire hoses should be properly reachable and visible at all times. Access to them must not be blocked.
- All fire extinguishers should bear a valid expiry date. If the expiry date has passed, this should be reported to the Duty Manager of MECC Maastricht.
- Fire extinguishers that are not the responsibility of MECC Maastricht (i.e. fire extinguishers provided by third parties) are the responsibility of the party concerned. Invalid extinguishers will be removed from MECC Maastricht.
- To prevent an outbreak of the Legionella bacterium fire hoses may not be used for any purpose other than extinguishing a fire.
- For activities involving a fire risk or when working with flammable substances, users must bring their (own) additional fire extinguishing material.





2.1.3 Naked flame (welding, burning and grinding)

- Naked flame refers to both a flame used during work involving welding torches and blowtorches and to sparks generated by machinery (e.g. grinding equipment).
- Any work involving a naked flame, should be reported in advance to the Duty Manager of MECC Maastricht.
- 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, secured from falling and 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

- Emergency exits must be unlocked and accessible 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 to use them for a purpose other than escape in an emergency.

2.1.5 In-house emergency response service

The purpose of the in-house emergency response service (Bedrijfshulpverlening/BHV) is to prevent accidents and other emergencies as far as possible and to mitigate their consequences. Members of the emergency response service (BHV team; recognisable by their yellow vest with the letters 'BHV' on the back and/or yellow bracelet) are in charge until the professional emergency services arrive. Subsequently, their duty is to assist these professional emergency services. In view of the nature of the activities in MECC Maastricht, the BHV team concentrates on evacuating people from the venue. During an evacuation those present must leave the building under their direction. 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 device can be recognised by the AED logo (figure 3);
- Containing and fighting fire;
- Preventing and mitigating accidents;
- Sounding the alarm in emergencies and evacuating all workers and other people from the building;
- Alerting and cooperating with the municipal or regional fire service and other emergency services in the event of an emergency.
- Taking part in evacuation drills.



Figure 3: AED



2.2 What to do in the case of an emergency

In the event of an emergency quick action is needed to deal with the consequences as effectively as possible.

2.2.1 Fire

In the case of fire:

- Think of your own safety;
- 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 +31 (0)43 38 38 390 and state the exact location and the nature of the fire;
- If possible, lead any people who are in danger to a safe place.

2.2.2 Accident

An accident occurs as a result of an unfortunate chain of events that causes harm to the health of the victim. When an accident occurs, your first response should be to think of your own safety and the safety of other persons. 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 (work) accidents

• Any work accident or unsafe situation should be reported to Duty Management +31 (0)43 38 38 390.

2.2.4 Accident report form

When an accident is reported, an accident report form should be completed by a Duty Manager or a first responder of MECC Maastricht. These forms are intended for all work accidents that take place in and around MECC Maastricht.

2.2.5 Evacuation

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



Figure 4: Assembly point

The nearest emergency door can be found by following the escape route signs (figure 5). Follow the instructions of the emergency response team members. The escape route signs should be properly visible at all times.



Figure 5: Emergency exit



3 Means of transport

3.1 Traffic

The general traffic rules applicable under the Road Traffic Act apply in and around MECC Maastricht. In addition, the following special MECC rules apply:

Do's

- The directions given by traffic controllers should be obeyed;
- The maximum speed within the venue (including the exhibition halls), is five (5) kilometres per hour (figure 6);
- The maximum speed on the outside grounds and in the parking areas is ten (10) kilometres per hour;
- The maximum speed in pavilions or tents erected on the outside grounds is the same as in the exhibition halls, (maximum of five (5) kilometres per hour);
- If the vehicle is fitted with seat belts they must be worn;
- the use of flashing lights is compulsory on the public highway or during loading and unloading;
- · Vehicles should drive on the right; traffic (including pedestrians) coming from the right has right of way;
- All parts of the body should remain within the vehicle while it is being driven.

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;
- It is prohibited to block access routes designated for use by the emergency services in any way;
- It is not permitted to take passengers if there is no place for them;
- Driving under the influence of substances such as alcohol, recreational drugs or medicines that impair (or can impair) the capacity to react is not permitted;
- Drivers must take account of the surroundings and may never drive faster than is permitted in the circumstances or conditions;
- While driving it is not permitted to be distracted by phone calls, walkie-talkie communication, social media, reading papers or digital devices, or to use sound equipment.



Figure 6: Maximum speed

Traffic regulations

Everyone should obey the statutory traffic regulations around MECC Maastricht.

General

- Only approved vehicles (forklift, electric carts, aerial lifts, etc.) bearing a CE marking and approval sticker may be used in and around MECC. If the expiry date of the approval has passed the vehicle may not be used.
- Persons under the age of 18 years are not permitted to operate an (electric) pump truck.
- Drivers should have received sufficient training and instruction in the use of the vehicle. They must produce a (valid) operating certificate when asked to do so.

Certificate and driving licence for means of transport (forklift, electric carts, aerial lifts, etc.)

Anyone driving a vehicle should hold 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 (forklift truck, electric cart, aerial lift, etc.) suffices within MECC and the multi-storey and underground car park forming part of it.



In addition to a valid certificate for the vehicle concerned (forklift truck, electric cart, aerial lift, etc.), a valid driving licence is required on the (MECC) outside grounds.

Agricultural vehicles and motor vehicles with limited speed, require a category T driving licence to drive on the public road. Since 2015 a category T licence is mandatory for:

- MMBS (motor vehicles with a speed limit of 25-45 km/h) used on public roads (forklifts, electric carts, etc.).
- MMBS (motor vehicles 25-45 km/h) wider than 130 cm.

Category B driving licences obtained before 2015 automatically include a category T driving licence.

<u>Caution!</u> All grounds outside the MECC parking barriers are part of the public road.

Parking

Vehicles may be parked only on parking places or places designated for this purpose by MECC Maastricht.

Cycling

- Bicycles may not be ridden on the path or against the direction of traffic.
- When dark, front and back lights must be used on the bicycle.
- Bicycles should be inspected before use and any fault repaired.

3.2 Loading & unloading

- Loading and unloading must be carried out in controlled conditions and 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.
- Driving with goods that protrude out of the vehicle is prohibited.
- During loading and unloading a forklift truck must use a flashing light.
- Goods may not be placed in front of an emergency door. Emergency doors must be kept free at all times. Fire extinguishers and hose reels must also be accessible at all times.

3.3 Forklift trucks

Forklifts must have the proper fork length and be suitable for the relevant weight. They must also be inspected for faults before use.

- Forklifts must be used in controlled conditions; badly stacked loads are not permitted. A forklift may not carry a
 load exceeding the prescribed maximum weight.
- Passengers may not be carried on a forklift.
- 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 basket 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.
- When parked for long periods, gas-powered forklift trucks should be parked outside.
- 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. When carrying stacked loads, forklifts should be driven at walking pace.
- Drive in reverse if the load obscures the view ahead.
- The forks should be kept low when driving, with a maximum height of fifteen (15) centimetres above the ground.
- Diesel-powered forklifts may not be used in the MECC. 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 (Euro IV standard and higher).
- Forklifts driven on the public road must be fitted with a complete set of working lights and proper signing.
- Batteries may only be charged at locations approved and allocated by Technical Services. Recharging of batteries
 is only allowed at designated charging stations (details available from the Technical Services department). Spillage
 must be prevented and cleaned when necessary.

The use of a work cradle is permitted only:

- If the work cradle bears a valid CE certification and a valid inspection sticker.
- If the work cradle is only used incidentally during a year.
- When the maximum time of use does not exceed 4 hours at a time.
- In places that are hard to reach.
- With a EU-CBI type certificate, if the hoisting machine can lift the work cradle more than three metres above the ground.
- If it is not possible to reach the location with other appropriate means.

The use of a work cradle has to be approved by the Event Manager.

3.4 Aerial lifts

Aerial lifts include scissor lifts, genie lifts, boom lifts, telescopic booms and articulated booms.

- Before using an aerial lift all safety equipment should be inspected. Any faults should be repaired before the aerial lift is used.
- When working on a genie lift or a scissor lift it is not mandatory to be leashed when the upper body stays in the work cradle. The work cradle should be at least 110 cm high. However, MECC advises to be leashed while working on these types of aerial lifts.
- On all remaining types of aerial lifts the use of approved fall protection is mandatory.
- It is prohibited to leave an aerial lift while it is in extended position. The lift must be lowered to the ground first.
- An aerial lift may not be used outside the building 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 on both legs at all times. It is prohibited to raise the floor of the work cradle. Standing on the (intermediate) railings is prohibited.
- Materials may not be allowed to protrude beyond the work cradle.
- 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.
- Diesel-powered aerial lifts should be equipped with an effective soot filter. The use of hybrid aerial lifts is preferred above diesel-powered aerial lifts.











3.5 (Electric) pump trucks

- It is prohibited to stand or scoot on a pump truck while it is in motion. (Electric) pump trucks may not be used to carry passengers.
- A badly stacked load may not be carried.
- Batteries may only be charged at positions allocated by Technical Services. Recharging of batteries is only allowed
 at designated charging stations (details available via Technical Services). Spillage should be prevented and
 cleaned up where necessary.

3.6 (Electric) carts

Electric carts include all electric-powered vehicles.

- Electric carts may not be driven with a badly stacked load.
- · When driving inside and outside MECC, the previously mentioned speed limits should be respected.
- It is not permitted to carry passengers unless the vehicle is fitted with a passenger seat and the passenger sits on it.
- A seatbelt must be worn if fitted to the vehicle.
- If the vehicle has a handbrake, this should be activated when the cart is not in use.
- Batteries may only be charged at positions allocated by Technical Services. Recharging of batteries is only allowed
 at designated charging stations (details available via Technical Services). Spillage should be prevented and
 cleaned up where necessary.

3.7 Exhaust fumes in the halls and enclosed areas

- 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 inevitable, 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 with the Event Manager.

3.8 Measures for diesel emissions

In accordance with the Health and Safety regulations, measures must be taken to replace diesel engines with a different type of engine, such as an LPG or electric drive. This is a mandatory measure for indoor use of forklifts which can carry less than 4 tonnes.

For diesel engine powered machinery for which replacement is technically unfeasible, measures should be taken to prevent exposure to diesel emissions (DEE) or limit it to the level as indicated by the employer and as low as possible. The employer can comply with these obligations by:

- Removal of DEE via a direct connection on the exhaust to a safe place outside the enclosed area;
- · Application of an adequate soot filter;
- Using soot filters with a gravimetrically determined level of at least 70%;
- The use/acquisition of trucks with European Standard 4 or 5 diesel engines.
- Ensuring sufficient ventilation, possibly by opening the ventilation holes in consultation with Technical Services.



4. Personal Protective Equipment

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



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 coordinated 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 annex 2 "pictograms".

Employers must ensure that 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 minimise these risks.

4.1 Fall protection

Everyone who works at a height of above two and a half metres (2.5 m) or at heights where there is a risk of falling, is obliged to use fall protection equipment. Fall protection equipment must include a body harness, a hook, and a lifeline with a fall protection mechanism to block or temper the fall.

- Fall protection equipment should have a CE marking and should at least meet the requirements of standard EN 361. The hook should be attached to a strong and fixed anchor and be able to carry a minimal force of 1000 kg. The fall protection equipment should be maintained and tested at least once (1) a year. Proof of approval must be visible and demonstrable. 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.
- After a fall, the fall protection equipment should be recertified.

4.2 Clothing and footwear

a) <u>Footwear</u>

During the set-up and break down periods in the exhibition halls and/or meeting rooms and lounges safety shoes must be worn. During these periods staff and other passers-by are strongly advised not to enter the exhibition halls (Unless they are wearing safety shoes).

Safety shoes must bear a CE marking and comply with the EN-ISO 20345 standards. During set-up and break down class S3 or higher safety shoes are recommended. Safety shoes should be maintained and kept clean.

b) Clothing

- All protective clothing should meet the requirements of standard NEN-EN-ISO 13688:2013. (Protective) clothing must be ergonomically sound (comfortable) and well-fitting.
- Clothing must be made available for warm or cold weather conditions.
- People working in the multi- and single-storey car park and on the outdoor grounds around MECC are advised to wear a reflective jacket.
- Wearing protective clothing during work involving hazardous substances is obligatory. This includes: operating a rinsing or washing machine, working in the battery charging station and working with naked flames.



- Shorts may not be worn while carrying out fire hazardous work.
- People operating machinery with revolving parts should not wear sleeves with cuffs or fasteners.
- Workwear for electricians may not have metal fasteners or zips.
- Clothing should be appropriate for the weather conditions.

c) Heavy duty gloves

Heavy duty gloves should have a CE marking.

- Category I gloves provide protection against minimal risks (gardening gloves, home safety gloves, etc.).
- Category II gloves provide protection against intermediate risks (working with rough objects, tools 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

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.

- Hearing protection means internal protection (ear plugs and otoplastics) and external protection (earmuffs).

 Otoplastics are preferable in the case of regular use in very noisy areas.
- In the case of noise levels between 80 and 85 dB the use of hearing protection is recommended. Hearing protection may be desirable with noise levels under 80 dB. The use of hearing protection is mandatory with noise levels of 85 dB or more and must be supplied by the employer.
- The use of earplugs or cotton wool may not offer sufficient protection against loud noises. Remember to take the maximum muffling effect of protective tools into account.

Additional information for stage/theatre activities:

The sound technician will warn everyone present before testing at high sound levels.

4.4 Head protection

Head protection includes wearing an industrial helmet. A helmet must comply with the EN 397 standard and bear a CE marking. A hairnet or hair cap (for kitchen work) must meet the HACCP requirements.

- It is mandatory to wear a safety helmet in case of risk of falling objects.
- Catering staff must always wear a hairnet or hair cap in accordance with HACCP regulations. Hairnets may not be re-used.
- 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 offers protection. After a helmet has been hit by a falling object
 it may not be re-used and must be replaced.
- A padded cap is not a helmet, does not protect against falling objects and is therefore not allowed.

Face protection

a) <u>Safety goggles</u>

Workers must wear safety goggles when carrying out work that poses a hazard to the eyes, for example work involving hazardous substances or flying particles. Safety goggles should bear a CE marking.

b) <u>Face shield</u>

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, with hazardous vapours our substances (which can give of fumes), or when substances are released (e.g. sawdust or fine particulate matter). Breathing protection includes, amongst other things, a dust cover or a half face mask with the appropriate filters.

d) Welding protection

Workers carrying out welding work are obliged to wear welding protection equipment. Before starting work they should inspect their equipment. Any faults discovered must first be repaired. The welding protection equipment should be modified in keeping with the type of work undertaken, such as electric welding, MIG/MAG or autogenous welding.

4.5 Maintenance of personal protective equipment

Personal protective equipment should be inspected for faults prior to every use. Any faults should be repaired before work starts. If the faults cannot be repaired, the equipment in question may not be used. Personal protective equipment should be inspected on a yearly basis and bear a label with the next inspection date.



5 Stand construction



This chapter includes the rules and regulations on stand construction.

- 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.
- MECC Maastricht is responsible for the in-house electricity grid and has assigned the task and responsibility of connecting stands to the power supply to electrical contractor Mansveld Expotech. Power may not be generated in any other way.

5.1 Transport routes and gangways

The transport routes should be of sufficient width 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 room for storage on the stand, the gangway may be used temporarily. This applies only to the storage of items intended for the work being carried out at that moment, and they should 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.

Supervisors assigned by MECC are authorised to remove items (or cause them to be removed) if any of their instructions are not obeyed. Blocking access to fire extinguishers, fire hose reels, emergency doors, and other safety facilities is strictly forbidden.

5.2 Use of (electric) tools

- Only CE approved and properly maintained tools may be used.
- To prevent injury, workers are advised not to wear e.g. rings, bracelets or necklaces when working with moving parts. Wearing jewellery and loose clothing is in any event not permitted when working with revolving parts.
- Tools, particularly electric tools, should be inspected before use. The use of damaged (electric) tools is prohibited.
- When electric tools are no longer needed for work they must be completely switched off; this also applies during (short) work breaks.
- Tools should be left behind in such a way that they cannot be operated by other (unauthorised) persons.
- When using electric tools the work area should be well-lit and stable.
- · Workers are obliged to wear PPE (personal protective equipment) as described in chapter 4.
- Tools should be used only for their intended purpose.
- Work equipment should be periodically approved. The approval date must be visible on the equipment. The latest approval certificate must be shown on request.

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 work on objects involving live electrical current. Electrical work may be carried out only by qualified staff. PPE (Personal protective equipment) such as a helmet with face screen, rubber gloves and non-flammable clothing should be worn at all times. All installations should comply with the requirements of standard NEN-1010.

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

- 1. switch off all installations or equipment that will be worked on;
- 2. lock the installation by means of padlocks (lockout/tag out system);
- 3. check that all equipment is off;
- 4. 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/tag out system);
- 5. remove and take away knife-blade fuses if current is not permitted. These may be removed only by a qualified (trained) person;
- 6. enter a record of this in the wiring lists and wiring books of the power supply electricians;
- 7. cover with insulating 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 first;
- replace safety devices that have been temporarily removed;
- replace temporarily removed devices that protect against direct touching;
- Check whether the installation is deemed safe.

The activation of an installation should be carried out by a qualified person when instructed by the person responsible for the installation.

c) Locating an electrical fault:

Electrical malfunctions should be located by a qualified electrician. 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 and PPE is mandatory.

5.4 Sealing cable entry holes in the floor

Cable entry holes in the floor must be sealed off if not in use. Water pipes, electricity or ICT cables may protrude from holes in the floor. The position of these holes should preferably be marked.

5.5 Order, tidiness and hygiene

Workplaces must be fitted out in accordance with ergonomic principles. To ensure proper hygiene, the workplace should be kept free of dust as far as possible and, in so far as work safety requires, kept in proper order.

- 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 has been made
 compulsory by MECC Maastricht.
- Rubbish generated by the work should be sorted and disposed of separately. The rubbish can be disposed of in the
 containers or in the refuse bags provided by MECC Maastricht. Any other refuse bags will not be collected by MECC
 Maastricht.



5.6 Correct working conditions

- The place where the work is carried out should be sufficiently lit.
- Sufficient beverages should be provided at the workplace to enable workers to warm up or cool down.
- Preferably there should be an area where workers can warm up or cool down.
- 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, 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 over twenty-three kilograms (23 kg). Weights in excess of twenty-three kilograms (23 kg) should be lifted with the help of a mechanical aid.

The following rules apply to the lifting, carrying, pushing or pulling of weights.

• 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.



Lift loads by bending the legs and keeping a straight back

- · Working positions should be varied as much as possible in order to prevent RSI.
- 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 (2.5 m) and working within one and a half metres (1.5 m) of the edge of scaffolding or
 grandstand is obliged to wear an approved safety harness and line; this is required by Dutch law under 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.

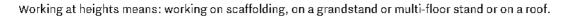
5.9 Raised floors

The use of raised platforms is recommended for stands with water and gas pipes, and/or a lot of electrical wiring across the floor (the stand builder can provide advice on this). When using platforms in a stand, it is important to keep in mind that the sides need to be sealed off and neatly finished, and the raised floor must fit within the boundary lines of the stand.



6 Working at heights/tools

6.1 Working at heights





a) <u>Scaffolding</u>

- Handrails and railings must be placed at least 1 metre above the work surface.
- Scaffolding material should be of good quality and comply with the requirements of NEN-EN 12811-1. Scaffolding
 erected inside the exhibition halls at a height of over 12 metres requires bracing. The scaffolding should be erected
 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. Mobile scaffolding may be moved only if the height is less than eight metres (8m).
- The scaffolding must be erected on a firm, level surface. The use of stabilisers is obligatory.
- When working with electricity, the scaffolding must be earthed.
- The work platforms of scaffolding and multi-storey stands should be completely boarded and have proper edge protection (planks of at least fifteen centimetres (15 cm) high). A guard rail should be fitted at a height of one metre (1 m) above the work platform and an intermediate guard rail at fifty centimetres (50 cm)
- The maximum load for which the scaffolding is designed must never be exceeded. The maximum load is indicated at eye level on the scaffolding.
- Materials may only be stacked on a scaffold to a height exceeding fifty-five centimetres (55 cm), if extra guard rails
 have been fitted.
- The work platform of a scaffold should be marked in order to prevent collisions and the risk of people being hit by falling objects.

b) <u>Inspections</u>

The user of scaffolding should be in possession of an inspection certificate, 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

When using 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

<u>General</u>

- A ladder or stepladder should fulfil the requirements of the applicable standard (NEN 2484 or EN131) and have a
 valid approval sticker.
- 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 the use of other means is not possible.
- 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 in MECC Maastricht is five metres (5 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.
- Multi-section or extension ladders should be used in such a way that the various parts cannot slide in relation to
 one another.
- Ladders must be secured against sliding.

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 (1) a year and the next inspection date should be marked (legibly) on them.

Positioning

- Do not place ladders or stepladders in front of a door. If there is no other choice, the door should be locked.
- Rolling ladders or stepladders should be secured before being mounted.
- Ladders and stepladders should be positioned in such a way as to ensure stability during use.
- 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 secure the ladder or stepladder by a rope or stabilisation device.
- A ladder should extend at least one metre (1 m) above the workspace to which it gives access. There must be an adequate handhold present.
- 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. This means at arm's length.
- The force during activities may not exceed 10 kg.
- 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 heights of more than two and a half metres (2.5 m).
- A safety helmet must be worn when working at heights (including rigging).

For all other rules see the manual 'Rigging in the MECC, Guidelines for Riggers' available from the Organiser Services department.



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, poisonous, irritating, corrosive or caustic. Safety sheets often include H- (Hazard) and P- (Precaution) statements. H- statements indicate specific hazards and P-statements indicate safety recommendations. In general hazardous substances are considered substances that can result in health problems for anyone who comes into contact with the substance in the workplace.

Packages of hazardous substances must be labelled in compliance with the CLP decree. The use of unlabelled products is prohibited. In addition a safety data sheet for hazardous substances is required (VIB or M SDS). It is not permitted to re-use old packages.

Work involving cytostatic, carcinogenic and reprotoxic substances should be prevented on/in the premises of MECC Maastricht. This also applies for suspicious substances. It is advised to replace these substances with products that meet both the legal health and safety and the environmental requirements.



7.1 Working with hazardous substances

- Before any work involving the use of hazardous substances is started, MECC Maastricht should be informed.
- Before the start of work involving the use of hazardous substances, MECC Maastricht 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.
- · Smoking and naked flames are strictly prohibited when working with hazardous 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;
 - o providing adequate ventilation when weather conditions permit;
 - o regularly cleaning the place of work.
- A safety data sheet is obligatory for all hazardous substances and preparations (mixtures of substances). If a chemical product contains more than 1% of hazardous substance(s), it must have a safety data sheet.
- If collective prevention is not sufficient, personal protective equipment should be worn as described in chapter 4.
- Young employees under the age of 18 years may not be allowed to work with hazardous substances.

7.2 Storage of hazardous substances

- Smoking or burning a naked flame in the vicinity of storage places of hazardous substances is strictly prohibited.
- Fireworks in any form may not be brought into or stored in MECC unless a licence has been granted by the competent authorities.
- Hazardous substances may not be stored along the route driven by forklift trucks or other means of transport.
- Stocks of twenty-five litres (25 L) or more of hazardous substances and environmentally hazardous substances should be placed in drip trays. Hazardous substances should preferably always be placed in drip trays.
- Gas cylinders or other high pressure cylinders should always be properly secured and protected against falling.
- Explosive substances must always be stored outdoors at the location indicated in the licence. If no location is known, Technical Services should be consulted.
- Other substances may be stored indoors if this would not compromise security.



- Gas cylinders must bear an inspection approval date. It is strictly prohibited to store gas cylinders that have passed their approval date in the MECC.
- Wherever possible, hazardous substances should not be stored in direct sunlight.
- Oxygen cylinders may not be placed with cylinders containing flammable gases.
- Hazardous substances should be stored in accordance with guideline PGS-15 (previously CPR-15-1).

Active stock (event related):

- Active stock refers to the amount required for an activity. The size/amount is aligned with the use for one day, as determined by MECC Maastricht.
- If the active stock is over 25 litres, a liquid proof drip tray is required with sufficient capacity to contain the entire
 content of the stock.
- A welding cart with gas cylinders is considered active stock.
- A series of opened packaging units with various substances which are used on a regular basis, such as paint cans in a painting worksite, are considered active stock.

7.3 Safety data sheets

For every event, stand builders/organisers must ensure that there is a safety sheet for each hazardous substance that is visibly present at the work area's and departments.

7.4 7.4 Battery charging area/station

- A battery charging area or station is a place where the batteries of electric vehicles are charged. The location for charging batteries is allocated by the Technical Services department of MECC Maastricht.
- Smoking or any form of naked flame in the vicinity of a battery charging station is strictly prohibited.
- Wearing personal protective equipment is obligatory if a battery must be removed from the vehicle. This must be done using the appropriate electrical tools.
- The battery charging area should be properly ventilated.
- If any battery acid leaks, this should be cleaned up as quickly as possible. The incident should also be reported to the Duty Manager of MECC Maastricht.

7.5 Ashestos

The use of asbestos in MECC is strictly prohibited. An asbestos protocol applies within MECC Maastricht.

7.6 Rubbish and Waste

Rubbish generated by work must be sorted before it is disposed of. Rubbish can be disposed of in ordered containers from L'Ortye or in refuse bags ordered from MECC Maastricht. Any other refuse bags will not be collected by MECC Maastricht.

The rubbish should be sorted in the following way:

- · plastic foil in the special bags;
- · wood in the special wood container;
- residual rubbish in the general container.
- Paper/Cardboard in the paper container.
- Hazardous 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 Hazardous waste

It is strictly prohibited to dispose of hazardous (chemical) waste in the containers or refuse bags. Duty Management of MECC Maastricht (+31 (0)43 38 38 390) should be contacted for the disposal of hazardous waste (such as paint, cooking oils etc.).

After written application to the Duty Management department of MECC Maastricht (+31 (0)43-38 38 390), hazardous 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 obliged to remove empty paint tins, brushes, caulking cartridges etc.



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 Supervisors. Where situations occur that are patently unsafe, the employee may be ordered by or on behalf of MECC Maastricht to terminate the activity 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 warning. 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.
- if nothing is done to improve safety after the first reprimand, there will be a second oral warning;
- finally, if the first two (2) warnings are not complied with, removal from the work area may follow.

A sanction and enforcement policy applies within MECC Maastricht. More information can be obtained from the Duty Management department of MECC Maastricht.



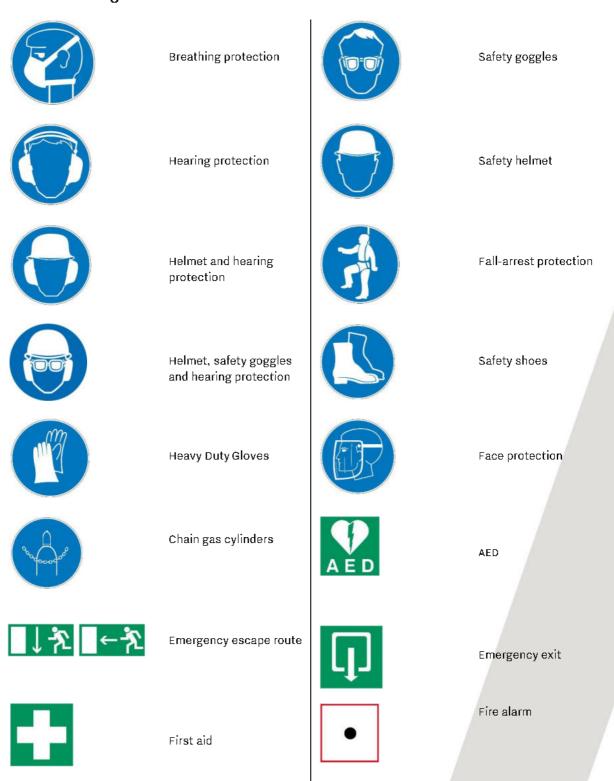
Annexe 1. Telephone numbers



Emergency number	+31 (0)43 3838 390	Calamity/fire/alarm/emergency 24/7	
Duty Management	+ 31 (0)43 3838 390	During office hours and opening hours events/exhibitions/conventions	
Event Services	+31 (0)43 3838 383	During office hours	
Building & Facilities	+ 31 (0)43 3838 385	During office hours	
Traffic & Logistics	+31 (0)43 3838 387	During office hours	



Annexe 2. Pictograms



Fire extinguisher

Fire hose reel











Maximum speed 5/10 kilometres per hour

No parking

Mortal danger! Electric current

Dangerous substances

Flammable substances

Risk of falling due to height difference

Warning area



Naked flame prohibited



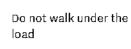


Scooting on a pump truck is prohibited



No access to unauthorised persons







Riding on a forklift is strictly prohibited



Explosives



Hanging load



Watch out: danger!



Annexe 3. MECC Safety Rules

SAFETY RULES in a hospitable MECC Maastrichtduring the set-up and break down of events

1. Access

MECC Maastricht may only be accessed on presentation of a valid entrance pass/wristband.

2. Safety shoes

Approved safety shoes must be worn during the set-up and break down periods.

3. Safety helmet

An approved safety helmet must be worn in case of risk of falling objects and/or in case of an increased head injury hazard.

4. Smoking / alcohol and recreational drugs

It is prohibited to smoke, to use recreational drugs, to consume alcohol and to use any kind of medicine that delays the ability to react.

5. Emergency exits

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

6. Fire extinguishers

Fire extinguishers must be accessible at all times.

7. Working at heights

- The use of a fall protection system is mandatory when working higher than 2,5 metres above the ground on a (movable) scaffold or an aerial lift.
- It is prohibited to work on a ladder at heights over 2,5 metres for more than 2 consecutive hours (or recurring). In these situations a (movable) scaffold or aerial lift should be used.

8. Transport

- The maximum transport speed is 5 kilometres per hour inside MECC Maastricht and 10 kilometres per hour on the outside grounds.
- The forks of a forklift truck may not be elevated more than 15 centimetres above the ground.
- A forklift truck may not be used to transport or lift people.
- It is prohibited to use a telephone while operating a transportation device.
- Only trained personnel has permission to operate a forklift truck or an aerial lift.

9. Young people

People under the age of 16 are not allowed to access MECC Maastricht during the set-up and break down periods.

10. Materials and tools

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

Directions given by Duty Managers, Health and Safety employees and other certified MECC Maastricht staff and/or security personnel, need to be followed at all times.