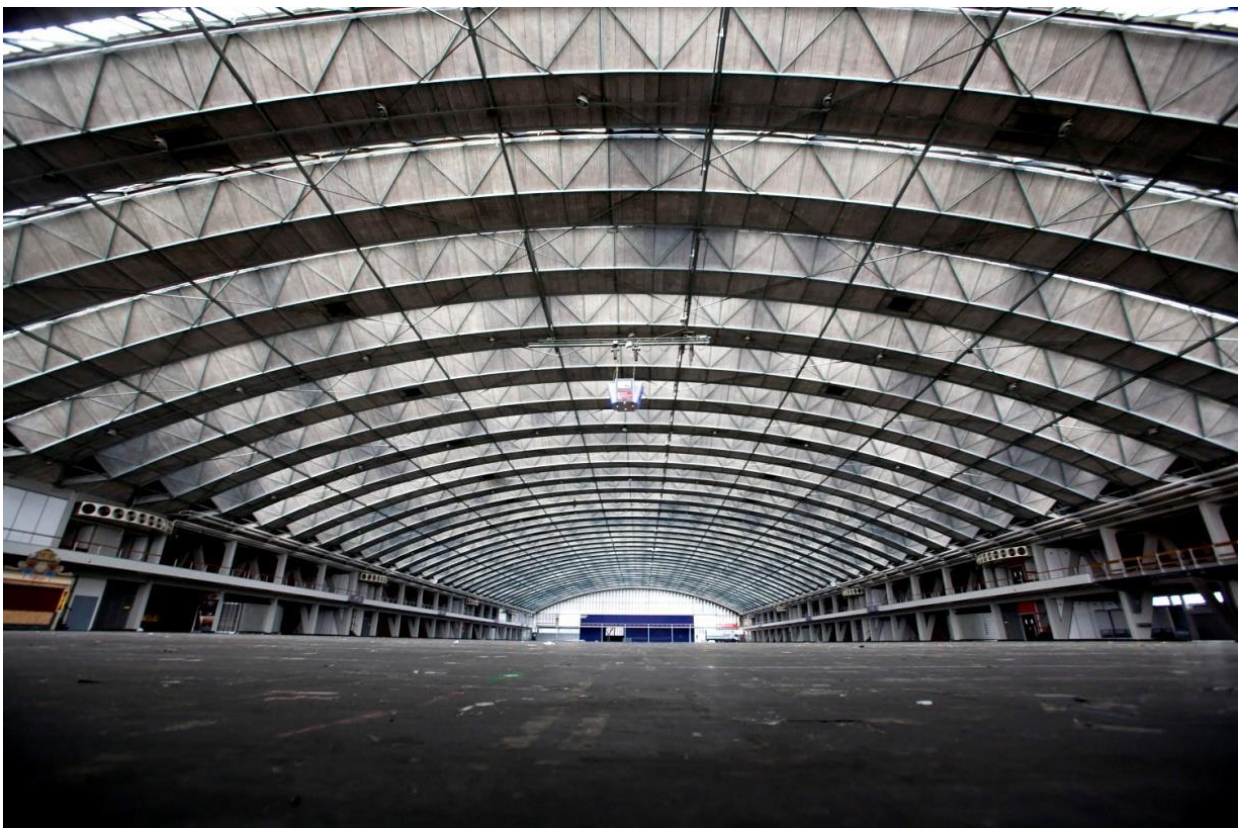


FACILITIES REGULATIONS



APPLICABILITY

These Facilities Regulations including its nine annexes (the “**Regulations**”), apply to all who enter the RAI Convention Centre which is located at the Europaboulevard in Amsterdam, the Netherlands (the “**Convention Centre**”). By entering the Convention Centre, visitors agree to follow these Regulations as well as any instructions given to them by RAI Amsterdam B.V. (“**RAI**”) from time to time.

The Regulations may be amended by RAI from time to time. For this reason, we advise that visitors of the Convention Centre regularly check whether new Regulations apply. The Regulations may be amended from time to time, can be downloaded from RAI’s website (www.rai.nl).

See further article 2 of these Regulations.

CONTENTS

I. GENERAL

Article 1. Definitions

Article 2. Applicability of the Regulations

II. PRIMARY AND SECONDARY LEGISLATION (NATIONAL, REGIONAL AND LOCAL)

Article 3. Safety, the Environment and Safe Working Practices

3.1 Introduction

3.2 Health and safety at work and safe working practices

3.2.1 Smoking policy

3.2.2 Soot filter

3.2.3 Access policy

3.3 Fire service regulations

3.4 HACCP Regulations on Catering (food safety)

3.5 RAI environmental licence

3.6 Disposal of waste and rubbish

Article 4. Licences and Permits

4.1 Introduction

4.2 Amsterdam General Municipal Bye-Law (APV)

4.3 Umbrella decision relating to RAI (APV-related) RAI as licence holder

4.4 Legionnaires' disease/Legionella bacteria

4.5 Risk of infection, contagion and epidemics

4.6 Lotteries

4.7 Disposal of certain waste substances

4.8 Copyright

4.9 Foreign Nationals (Employment) Act

III. USE AND LAYOUT OF AREAS OF THE CONVENTION CENTRE

Article 5. Building-specific regulations

5.1 Introduction

5.2 General building-specific regulations governing use

5.3 Loadings (floor and roof/ceiling loading)

5.4 Pavilions/tents outdoors

5.5 Stands and other structures

– Stand construction and fitting out

– Dismantling

– Stand design

– Stand types

– Multi-story stands

– Shell scheme stands

– Raised floors

– Bleachers

5.6 Fitting out of stands

5.7 Additional building-specific conditions applicable in the meeting and conference rooms, Elicium 1 and 2, the lounges and/or lobbies of the Convention Centre.

Article 6. Special schemes

6.1 Introduction

6.2 General

6.3 Emergencies and evacuation

- 6.4 Security and access policy
- 6.5 Exhibition logistics (internal transport, storage and customs facilities)
- 6.6 Traffic; parking and loading/unloading

IV. SPECIAL PRODUCTS, SERVICES AND SUPPLIERS

Article 7. Special products, services and suppliers

- 7.1 Introduction
- 7.2 General
- 7.3 Catering
- 7.4 Electrical work
- 7.5 Media displays
- 7.6 Rigging
- 7.7 Water, gas, compressed air and flue gas connections
- 7.8 Audio-visual equipment
- 7.9 Security
- 7.10 ICT and telephony
- 7.11 Rubbish and waste disposal

- Annex 1.** Fire Service Regulations
- Annex 2.** Contacts and their telephone numbers
- Annex 3.** Rigging in the RAI - Rigging Manual
- Annex 4.** Safe Working Practices Manual
- Annex 5.** Licences Manual ('Umbrella licence decision')
- Annex 6.** Floor plans of Convention Centre
- Annex 7.** Floor and roof loading of Convention Centre
- Annex 8.** Stand types
- Annex 9.** Electrical work regulations
- Annex 10.** Legislation and regulations for drones at the RAI

I. GENERAL

Hundreds of events are held in the Convention Centre every year, including conferences, trade shows, public exhibitions, seminars, theatre performances and sporting events such as the equestrian show Jumping Amsterdam. RAI operates and manages the Convention Centre.

As the Convention Centre is located in Amsterdam, the Netherlands, it follows:

- (i) that the relevant **national** primary and secondary legislation in the Netherlands must be complied with, and
- (ii) that the **regional and local** primary and secondary legislation must also be observed, and

Examples of subjects covered by national primary and secondary legislation are:

- health and safety at work, including smoking policy;
- the Hazard Analysis Critical Control Points (HACCP) regulations on the preparation, processing, treatment, packaging, transport and distribution of food products, including catering products;
- copyright, including licenses in respect of musical copyright (for composers, lyricists and music publishers – Buma/Stemra) and neighbouring rights (for music makers, performing artists and record producers).

Examples of subjects covered by local primary and secondary legislation are:

- abstraction of groundwater (Province of North Holland);
- lighting fireworks (Province of North Holland);
- the environmental license linked to the premises (Municipality of Amsterdam);
- the license for the use of the premises, in particular the fire service regulations (Municipality of Amsterdam);
- the event-related municipal licenses under the General Municipal By-Law (APV).

In addition to the national and local regulations there are also additional regulations drafted by RAI itself concerning the activities in and around the Convention Centre and the presence of Participants, Hirers, Suppliers and other relevant natural and legal persons in the Convention Centre.

These building and facility-related general regulations are included in the present Regulations (this concerns access provisions, transport during build-up, fitting out and breakdown, building tax etc.); certain further regulations may be drawn up by RAI for each Event (in consultation with the Hirer of the Event) in order to replace and/or supplement the above-mentioned general Regulations.

The Regulations have nine (9) Annexes which are an integral part of these Regulations.

Article 1 – Definitions

The terms used in these Regulations have the following meanings, unless agreed otherwise in writing. Definitions in the singular include the plural and vice versa, in so far as the text so requires.

- 1.1 Regulations:
the Facilities Regulations including its annexes.
- 1.2 Convention Centre:
the RAI Convention Centre, located at Europaplein and Wielingenstraat in Amsterdam, the Netherlands, consisting of the meeting and conference rooms, exhibition halls, the Elicium, Amtrium, the lounges and foyers, together with the relevant central entrances, gangways,

staircases, cafés and restaurants and other areas, including the underground car parks and loading/unloading areas as well as the outdoor sites, unless expressly provided otherwise in writing.

- 1.3 Participant:
a natural or legal person who participates in an Event as exhibitor or sponsor or in some other capacity.
- 1.4 Event:
each conference, trade show, exhibition, presentation, meeting, theatre production or other event for which the Convention Centre is made available.
- 1.5 Hirer:
a natural or legal person who concludes a Contract of Hire with RAI for the holding of an Event or, for example, in connection with business premises.
- 1.6 RAI:
RAI Amsterdam B.V., which has its registered office at Europaplein 24, Amsterdam, the Netherlands.
- 1.7 RAI Exhibitor Services: the department of RAI that is responsible for the delivery and/or installation of a product or service to Participants, Hirers and/or other natural or legal persons in the context of Events in the Convention Centre.
- 1.8 Suppliers:
the suppliers used by RAI, the Hirer or the Participant or by others to provide products and/or services for the purposes of an Event or the Convention Centre, together with other related activities.
- 1.9 Webshop:
the virtual shop established by RAI Exhibitor Services to provide certain products and/or services online for the benefit of Participants, Hirers, Suppliers and other interested parties.

Article 2 – Applicability of the Regulations

- 2.1 These Regulations are applicable, in so far as not expressly provided otherwise in writing, to every Participant, Hirer and Supplier and to other relevant natural or legal persons in relation to Events in the Convention Centre.
- 2.2 RAI shall arrange for the maintenance of public order in and around the Convention Centre. For this purpose it shall issue further regulations and directions insofar as it deems this necessary in the interests of public order, safety, health, welfare and the environment.
- 2.3 RAI shall determine the opening and closing times of the Convention Centre (in consultation with the Hirer).
- 2.4 Any person who is on the property of RAI must be able to prove his identity at the request of RAI's security officers (referred to below as Security) and is also obliged at all times to comply with and obey the directions given by Security.

- 2.5 RAI shall decide all matters for which the Regulations make no provision or which are deemed unclear.
- 2.6 This English text of the Regulations is a translation of the Dutch original. If the Dutch and English texts of the Regulations are unclear or mutually inconsistent the Dutch text will prevail.

II. APPLICABLE LAW

Article 3 – Safety, the Environment and Safe Working Practices

3.1 Introduction

This article deals with the primary and secondary legislation that must be observed by Participants, Hirers, Suppliers and other relevant natural or legal persons in connection with their activities/work in the Convention Centre in relation to Events.

The primary legislation in the Netherlands is the Working Conditions Act (*Arbeidsomstandighedenwet*), which deals with the rights and duties of employers and employee in relation to working conditions. The secondary legislation consists of the Working Conditions Decree (*Arbobesluit*), which implements the Working Conditions Act by introducing rules to be observed by the parties in order to prevent risks at work (with different and/or supplementary rules for certain industries and categories of employee) and the Working Conditions Regulation (*Arboregeling*), which must always be observed by everyone.

To ensure that safe working practices are observed in and around the Convention Centre the RAI has drawn up a Safe Working Practices Manual. This manual also includes a number of regulations resulting from the 2002 Occupancy Permit and 1999 Environmental Licence that applies specifically to the Convention Centre. This is why this environmental section of the Regulations has been kept brief.

Employees are responsible for their own working conditions and also for the safety of colleagues and other persons in their immediate proximity in the place of 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 dangerous situations and to the importance of complying with regulations, directions, instructions and procedures.

The regulations are subdivided into:

- regulations on health and safety at work
- Fire Service Regulations
- Hazard Analysis Critical Control Points (HACCP) regulations on catering (food safety)
- Environmental regulations.

It is the responsibility of the Participant, Hirer, Supplier or other relevant natural or legal person active in connection with Events in the Convention Centre to provide his staff (or other natural or legal persons used by him) with proper information about the primary and secondary legislation and the regulations implementing them, insofar as these in any event relate to activities/work and/or presence in the Convention Centre.

3.2 Health and safety at work and safe working practices

ANNEX 4 (referred to below as Annex 4) includes the complete text of the Safe Working Practices Manual, which must be complied with by everyone.

The Safe Working Practices Manual deals at length with the following subjects:

- general information
(compulsory identification, aggression and violence, alcohol and drugs and age limits)
- crisis management plan

- (fire safety, emergency exits, fires, accidents and evacuation)
- means of transport
(traffic, loading and unloading, forklift trucks, aerial lifts and exhaust fumes)
- personal protective equipment
(fall protection, protective clothing and footwear, hearing protection and head/face protection)
- stand construction
(transport routes, electrical work, cable entry holes in the floor, working conditions and compulsory use of safety harness and line)
- working at height
(ladders and stepladders, rigging and compulsory use of safety harness and line)
- dangerous substances
(storage, battery charging area, asbestos, rubbish and waste, environmental licence)
- enforcement
(rules and sanctions).

RAI focuses special attention on three aspects.

3.2.1 Smoking policy

The Convention Centre is a public building in which smoking is completely prohibited under the Tobacco Act (*Tabakswet*). This smoking ban applies to the entire Convention Centre, including the underground car parks. The ban on smoking throughout the Convention Centre includes e-cigarettes and is publicised by means of posters and communications on the *RAI Live!* screens.

Any fines imposed on RAI by the Food and Consumer Product Safety Authority (*Voedsel- en Warenautoriteit*) for infringement of the smoking prohibition within the Convention Centre will be passed on, wherever possible, to the Hirer or to the individual who has committed the breach. Every RAI employee and security officer (of RAI) has a duty to ensure that these rules on smoking are enforced and complied with.

3.2.2 Soot filter

Diesel-engine emissions from trucks and other vehicles such as forklift trucks contain carcinogenic substances (including soot). RAI is required to strictly control exposure to such substances. Under the current Working Conditions Act, the Working Conditions Decree and the policy rules and internal instructions of the Health and Safety Inspectorate, diesel-powered trucks (and other vehicles) must be excluded from the halls of the Convention Centre from 2007 onwards unless they are fitted with a proper, approved diesel particulate filter (the standard is EURO IV and higher). Only diesel-powered vehicles that meet Euro Class IV (Euro 4) standards or higher are permitted.

3.2.3 Access policy (during build-up and breakdown)

RAI aims to ensure that the Convention Centre not only provides a hospitable reception and high quality facilities but is also safe. Safety is therefore an issue that has the highest priority for RAI. Moreover, RAI is legally bound to comply with the statutory requirements, for example as laid down in the Foreign Nationals (Employment) Act. The Participants, Hirers or other relevant natural or legal persons are primarily responsible for safety, including the safety of their staff and any third parties used by them.

In this context, the access policy in the Convention Centre has been changed as follows:

- during build-up and breakdown periods the Convention Centre is accessible only to persons who have a valid access badge issued by RAI for the build-up and breakdown period;

- persons who wish to be present in the exhibition halls during the build-up and breakdown of events should register online with RAI to obtain a badge; persons without a badge cannot obtain access to the Convention Centre;
- however, it is still possible to register and obtain a badge on the spot during opening hours at the relevant registration point in the Convention Centre;
- Hirers receive the correct information and a URL (on which the registration tool is available) for each event from the Account Manager;
- stand builders and suppliers are urgently advised to register in advance as far as possible in order to ensure fast access on arrival at the Convention Centre;
- PLEASE NOTE: a valid identity document must be submitted when registering and non-EU residents must also produce a work permit; naturally, this also applies when registering on the spot;
- persons may not and will not be admitted by RAI without a valid work permit.

3.3 Fire service regulations

To prevent fires, a number of regulations must be observed (fire prevention) by every Participant, Hirer, Supplier or other relevant natural or legal person who performs activities/work in the Convention Centre in relation to Events.

The regulations to be observed have been partly included in the Safe Working Practices Manual already referred to in this article. Many of the regulations have been included in the **Fire Service Regulations** attached as **ANNEX 1** (referred to below as Annex 1).

Below are some of the subjects dealt with in detail in the Fire Service Regulations:

- general regulations for the design, construction and fitting out of stands and stand spaces and the use of (stand)materials;
- unobstructed use of fire safety equipment and extinguishers;
- general stand construction and decoration regulations;
- electrical installations and stand lighting;
- gas cylinders, toxic liquids and other fire accelerants;
- welding, naked flames and barbecues.

RAI has engaged a firm of consultants to carry out general monitoring and supervision. For information about the Supplier and contact concerned, see **ANNEX 2** (referred to below as Annex 2).

3.4 HACCP Regulations on Catering (food safety)

The processing, transport and preparation of food have to meet exacting requirements in the Netherlands. In order to be able to guarantee food safety, catering in the Convention Centre is carried out solely by the RAI itself. Bringing food and/or drinks (or arranging for them to be brought) into the Convention Centre and/or stocking or selling them and/or distributing them free of charge in the Convention Centre is prohibited unless a written permit has been expressly granted by or on behalf of RAI.

RAI Catering possesses the requisite licences for catering and the sale of alcoholic beverages.

The Hazard Analysis Critical Control Points (HACCP) regulations in force in the Netherlands must be strictly observed if RAI has given consent, when the occasion arises, for certain catering to be provided other than by RAI. Without an express written permit from RAI it is not permitted to engage in or arrange for catering. A copy of the HACCP regulations can be obtained through RAI on request.

3.5 RAI environmental licence

Under the Environmental Management Act (*Wet Milieubeheer*) measures should be taken to prevent all activities (in and around the Convention Centre) that may harm the environment. The term activities means work that may cause environmental damage, such as surface water pollution, damage to the surroundings, harmful emissions and soil pollution.

RAI was granted a licence under the Environmental Management Act in 1999 to use its premises for conferences, trade shows, exhibitions and other events. The Act contains a set of measures designed to protect the environment in the Netherlands.

This licence granted to RAI in 1999 contains a large number of regulations that must be observed by RAI and all relevant parties operating in and around the Convention Centre.

The Regulations relate to:

- environmental care
- fire prevention and fire-fighting
- noise abatement
- air pollution and odour nuisance
- storage and use of waste substances and dangerous substances
- pumping of gas oil and diesel fuel
- storage and use of gas cylinders
- soil protection
- industrial effluent.

Insofar as relevant, the regulations have been included in the Safe Working Practices Manual (see also Annex 4).

The Dutch primary and secondary legislation on the environment and safety has been considerably tightened up. The Environmental Health and Building Control Department (DMB) of the Municipality of Amsterdam and the Health and Safety Inspectorate have informed RAI that from now on they will also be monitoring compliance with the relevant regulations in the Convention Centre more closely.

RAI attaches great importance to corporate social responsibility and environmental protection. All Participants, Hirers, Suppliers and other relevant natural and legal persons are therefore expected to adopt an aware and responsible approach to energy, water, the environment and the surroundings.

3.6 Disposal of waste and rubbish

Participants, Hirers, Suppliers and other relevant natural or legal persons are obliged to dispose of (or arrange for the disposal of) all rubbish and waste that is generated during the build-up and fitting-out period, during the Event and during the breakdown period in the manner described below. For this purpose use may be made only of the containers and refuse bags made available by RAI. More detailed provisions concerning the disposal of waste and rubbish in the Convention Centre are contained in Annex 4, part III. article 4.7 and part V. article 7.11, 'Special products, services and suppliers' of these Regulations.

Article 4 – Licences and permits

4.1 Introduction

This article contains detailed provisions on a number of examples of primary and secondary legislation that must be observed by Participants, Hirers, Suppliers and other relevant natural and legal persons in the context of licences and permits.

The Regulations are subdivided into:

- the General Municipal Bye-Law (*APV*)
- umbrella decision relating to RAI (*APV*-related matters)
- Legionnaires' disease/*Legionella* bacteria
- risk of contagion/epidemics
- lotteries
- removal of certain waste substances
- copyright
- Foreign Nationals (Employment) Act (*Wav*).

It is the responsibility of Participants, Hirers, Suppliers and other relevant legal and natural persons to comply with Dutch primary and secondary legislation on permits, licences etc.

4.2 Amsterdam General Municipal By-Law (*APV*)

A General Municipal By-law (*APV*) is in force in Amsterdam. The general bye-law sets out regulations and other provisions concerning:

- public order and safety;
- the operation of hotels, restaurants and catering businesses and gaming businesses;
- the use of public areas (parking, flyposting and wall decoration, advertising and public works);
- the environment (including fireworks, explosives, nuisance (including noise nuisance), protection of greenery etc.);
- enforcement.

4.3 Umbrella decision relating to RAI (*APV*-related)

Certain specific licences are necessary for various activities carried out by RAI and also by the Participants, Hirers, Suppliers and other relevant natural or legal persons. Since 29 January 2010 Participants, Hirers, Suppliers and other relevant natural or legal persons need no longer contact the Municipality of Amsterdam (the Zuid Urban District) for thirteen kinds of licence, as these have been covered by an umbrella decision for the RAI since 29 January 2010. Zuid Urban District and RAI have agreed that RAI will obtain an umbrella licence under this decision. This umbrella licence covers 13 kind of event-related licences that form part of the General Municipal Bye-law. Under the umbrella decision RAI is itself the holder of the 13 event-related licences.

RAI as licence holder

RAI has been the first private enterprise in the Netherlands to be able to issue, regulate and enforce event-related permits and licences in a number of fields since 29 January 2010. This is arranged through the RAI's Licences Desk. This has simplified and speeded up the licensing procedures. It is also boosting the service provided by RAI and making it even more attractive to take part in events held in the Convention Centre.

What licences does this concern? RAI holds the following licences:

- event licence
- 'object' licence
- advertising notification/exemption
- temporary traffic measure
- exemption for distributing flyers/samples
- permit for stand and grandstand construction
- street trading licence
- permit for flyposting and wall decoration
- collection licence
- declaration of no objection to the launching of tethered balloons
- licence for holding lotteries
- licence for a barrel organ
- exemption from regulations on shop closing hours.

The full document relating to the decision granted to RAI can be found in **ANNEX 5** (referred to below as Annex 5).

4.4 Legionnaires' disease/Legionella bacteria

Exhibitors are not permitted to use open, flowing, sprayed or atomised liquids in their displays in the Convention Centre. This may be the case, for example, where an exhibitor uses freestanding air-conditioning systems, fountains, high-pressure cleaning systems, air humidifiers, shower equipment, saunas and/or whirlpool spas. The (functional) use of 'open water' may be permitted by RAI in certain circumstances. This water must then be taken from a water connection installed by a recognised plumber used by RAI, as listed in Annex 2, and bearing a 'Legionella-free certificate' issued by KIWA. RAI expressly reserves the right to use a certified testing authority to assess compliance with the specified conditions. The related costs will be borne by the relevant Participant, Hirer, Supplier or other relevant natural or legal person if it wishes to use open, flowing, sprayed and/or atomised liquids.

Applications should be submitted in writing in advance to RAI using the relevant form, which can be found at the webshop under 'Electrics and Water Connections'. Further specific information about Legionnaires' Disease and the Legionella bacteria can also be found on this site.

4.5 Risk of infection, contagion and epidemics

The Participant, Hirer, Supplier or any other relevant natural or legal person is obliged to comply with all reasonable guidelines and instructions given by RAI (in order to prevent and combat the risk of infection or contagion).

The cooperation that may be requested in serious situations may consist of: (i) providing RAI with the names and addresses of exhibitors, participants and visitors to the Event so that RAI can approach them – albeit only where this is warranted by the seriousness of the situation (serious risk of infection or contagion) – or (ii) the obligation of the Hirer to approach all exhibitors, participants and visitors directly and pass on a message drafted by RAI concerning the situation and its gravity. In such circumstances the Participant, Hirer, Supplier or other relevant natural or legal person is obliged to cooperate fully in actions and activities undertaken on the instructions of or in consultation with the authorities in order to prevent and/or combat the risk of infection, contagion etc.

4.6 Lotteries

In the Netherlands only a limited number of games of chance are permitted by law (for more information please consult the Betting and Gaming Act (*Wet op de kansspelen*) and secondary legislation based on it). In many cases the organiser of a game of chance (in which players can compete for prizes or premiums) should have a licence supplied by the RAI's Licences Desk. The Participant, Hirer, Supplier or other relevant natural or legal person is himself responsible for complying with the existing primary and secondary legislation.

4.7 Disposal of certain waste substances

The Safe Practices Manual (Also see Annex 4 and article 7.11 in part V, 'Special products, services and suppliers' of these Regulations) deals with the rules that must be respected when disposing of normal waste substances (i.e. the usual rubbish and waste such as stand construction material and pallets) and certain contaminated materials or dangerous toxic substances (environmental and fire service regulations).

The Participant, Hirer, Supplier or other relevant natural or legal person should comply with the primary and secondary legislation governing all kinds of waste, including biological waste such as anatomical residues.

4.8 Copyright

Copyright is regulated in the Netherlands by the Copyright Act (*Auteurswet*), which provides who is entitled to protection where the copyright in a work of literature, science or art is infringed.

Numerous statutory schemes that must be respected by Participants, Hirers, Suppliers and other relevant natural and legal persons also exist in relation to patents, drawing and design rights, plant breeders' rights, marks and trade names (so-called intellectual property rights).

In particular, we would refer Participants, Hirers, Suppliers and other relevant natural or legal persons to the regulations of Buma/Stemra (Dutch Music Rights Organisation) and Sena (the Foundation for the Exploitation of Neighbouring Rights).

Buma/Stemra, Sena and Videma

Beside the obligatory licence from Buma/Stemra you also need to apply for a licence from Sena for the use of the same music. The former organisation is responsible for collecting the fees owed to the composer/lyricist, whereas the latter collects the fees for the performer and record producer.

If you use copyright-protected music and/or visual material at your stand, this constitutes publication, recording or reproduction. For this you require the prior consent of the author or the copyright organisation of which he or she is a member. Buma/Stemra represents the interests of Dutch composers and also of foreign composers who are members of a foreign copyright sister organisation. The author gives consent for this use when an agreement is entered into with him/her and a fee is paid for the use of the copyright-protected work. The amount of the fee for publication depends, roughly speaking, on the surface area of your stand and the number of exhibition days. For consent in advance or more information you may contact **Buma/Stemra**. You will find the contact particulars in Annex 2.

In addition to copyright, you may be affected by a neighbouring right when using images and/or music. **Sena** is the organisation in the Netherlands that represents the interests of performing musicians and

record producers in respect of neighbouring rights; you will find the contact particulars in Annex 2. If you show films or film fragments you may also require the consent of **Videma**. This organisation represents the interests of affiliated film and TV studios, public and commercial broadcasters, film and video distributors and thousands of Dutch and foreign TV producers. Once again you will find the contact particulars in Annex 2.

4.9 Foreign Nationals (Employment) Act

- 4.9.1 During the term of the agreement with RAI or – in the absence of an agreement – during the work or the time spent in the Convention Centre, the Participant, Hirer, Supplier or other relevant natural or legal person is fully responsible and liable for compliance with the Foreign Nationals (Employment) Act (*Wet arbeid vreemdelingen / Wav*) in respect of personnel and persons who in any way work for him or on his instructions.
- 4.9.2 The Participant, Hirer, Supplier or other relevant natural or legal person declares that (i) he has established the identity of his personnel – and of persons who in any way work for him or on his instructions – by reference to an original identity document as referred to in section 15, subsection 1, of the Foreign Nationals (Employment) Act in conjunction with section 1, subsection 1 (i) of the Compulsory Identification Act (*Wet op de identificatieplicht*), and (ii) he has kept a copy of this document in his records.
- 4.9.3 At the first request of RAI and/or a representative of a government body, the Participant, Hirer, Supplier or other relevant natural or legal person must immediately supply RAI and/or the representative of the government body concerned with a copy of the proof of identity, as referred to in paragraph 2 of this article, of personnel and/or of persons who in any way work for him or on his instructions.
- 4.9.4 The Participant, Hirer, Supplier or other relevant natural or legal person declares that he has informed his personnel and the persons who in any way work for him or on his instructions that during their work in the Convention Centre they must always carry with them a valid proof of identity as referred to in paragraph 2 of this article.
- 4.9.5 Only if and in so far as required under the Foreign Nationals (Employment) Act will RAI verify by reference to the copy of the proof of identity referred to in paragraph 2 of this article whether the person concerned is the person to whom the proof of identity belongs and whether the document is valid. If RAI has reason to doubt this, it cannot establish the identity of the person concerned and must bar the Participant, Hirer, Supplier or other relevant natural or legal person from allowing the person concerned to perform work and must immediately notify the Participant, Hirer, Supplier or other relevant natural or legal person accordingly.
- 4.9.6 Only if and in so far as required under the Foreign Nationals (Employment) Act will RAI verify by reference to the copy of the proof of identity referred to in paragraph 2 of this article whether the person concerned is entitled to work in the Netherlands and whether any work permit that may be required is available. If this is not the case, RAI must bar the Participant, Hirer, Supplier or other relevant natural or legal person from allowing the person concerned to perform work and must, insofar as necessary, refuse the person concerned access to the work in the Convention Centre. RAI must immediately notify the Participant, Hirer, Supplier or other relevant natural or legal person accordingly both orally and in writing (by e-mail if possible).

- 4.9.7 Only if and in so far as required under the Foreign Nationals (Employment) Act will RAI keep in its records a copy of the proof of identity referred to in paragraph 2 of this article and retain this for a period of up to five (5) years after termination of the work.
- 4.9.8 If during the term of the agreement with RAI or – in the absence of an agreement – during the work or the time spent in the Convention Centre, changes occur in respect of the personnel of the Participant, Hirer, Supplier or other relevant natural or legal person and/or in persons who in any way work for him or on his instructions, paragraphs 1 to 7 of this article will apply in full.
- 4.9.9 The Participant, Hirer, Supplier or other relevant natural or legal person must indemnify RAI against any fines imposed on and/or claims brought against RAI under the Foreign Nationals (Employment) Act, regardless of whether such fines and/or claims are justified. The Participant, Hirer, Supplier or other relevant natural or legal person will bear the full risk and have full responsibility and liability for such fines and/or claims both in relation to RAI and, insofar as possible, directly in relation to the body or bodies imposing such fines and/or making such claims.

III. USE AND LAYOUT OF THE CONVENTION CENTRE

Article 5 – Building-specific regulations

5.1 Introduction

Each building has its own characteristics and possibilities, but also its own limitations. The Participant, Hirer, Supplier or other relevant natural or legal person must be clearly informed about the specific features, possibilities and limitations not only of particular buildings/areas of the Convention Centre but also of the surrounding (outdoor) sites that also form part of the Convention Centre. This article sets out how the Participant, Hirer, Supplier or other relevant natural or legal person can use the Convention Centre during the hire period of the Event and what regulations apply in this connection.

This article deals with the following Regulations:

- general building-specific regulations governing use
- building load (floor and roof/ceiling load)
- pavilions/tents outdoors
- stand construction and fitting out
- fitting out of stands
- supplementary building-specific conditions relating to the meeting and conference rooms, Elicium 1 and 2, the lounges and foyers of the Convention Centre.

5.2 General building-specific regulations governing use

This article deals with the general building-specific regulations that must be observed by Participants, Hirers, Suppliers and other relevant natural or legal persons when using the Convention Centre.

A Participant, Hirer, Supplier or other relevant natural or legal person:

- has access to the Convention Centre exclusively for the purpose of constructing, fitting out, using and dismantling the stands and other structures during the period(s) specified in the contract of hire between the Hirer and RAI (also included in the Standard Terms and conditions of event participation of the relevant Event) unless expressly provided otherwise in writing by RAI;
- is obliged strictly to obey any directions issued by or on behalf of RAI, the municipality, the fire service and/or other authorities relating to the use of the stand space and other areas in the Convention Centre;
- should keep the gangways marked in yellow by RAI in the exhibition halls entirely free of obstructions;
- should keep fire extinguishers and other firefighting equipment entirely free of obstructions and use them only for extinguishing fires (one reason for the latter requirement is to combat the risk of Legionella infection).

Unless expressly provided otherwise in writing, a Participant, Hirer, Supplier or other relevant natural or legal person is **not** permitted, among other things, to:

- engage in activities which, in RAI's opinion, cause damage to or detract from the Event as such, or cause harm to one or more participants, visitors or groups of visitors or to third parties;

- engage in activities as a result of which RAI or a Participant, Hirer, Supplier or other relevant natural or legal person suffers damage or nuisance in the form of odour or noise nuisance, blocking of light or view or any other form of nuisance;
- amplify the spoken word by means of loudspeakers, play live or recorded music and/or generate noise as a result of which the limit, measured at the edge of the stand, reaches or exceeds the limit of seventy-five (75) decibels;
- place, affix or hand out goods and/or advertising material of any kind outside the (stand) space that has been taken/made available;
- damage floors, walls, ceilings or other parts of the Convention Centre by the use of drills, nails, screws, glue, paint, adhesive tape or other means of attachment for the purposes of stand construction, affixing and finishing; stands, stand panels and/or stand parts and other structures should therefore be constructed as freestanding units and any damage resulting from stand construction should be borne by the Participant, Hirer or Supplier concerned or other relevant natural or legal person;
- display mechanically powered vehicles, vessels, tools and so forth when filled with fuel; these goods may be brought into the Convention Centre as exhibition items only if the fuel tanks and fuel hoses have been drained as far as possible and the tanks are effectively and permanently sealed off; battery clamps must be loosened and plastic sheeting must be laid under the sump to provide for the eventuality of oil leakage. If these measures could result in damage to the electronic circuits of the exhibited goods, application may be made to the Security Officer of RAI's Security & Safety Department (see Annex 2) for an express written exemption from this article;
- use passenger lifts, staircases and escalators for the transport of goods; special goods lifts are available for this purpose;
- ignore safety measures; as safety may be checked at every Event not only by the RAI's Event Managers and the representative of Amsterdam Fire Service but also by the Health and Safety Inspectorate, everyone is urgently requested to take all prescribed safety measures (in accordance with health and safety legislation) when carrying out their activities and to have the safety plan to hand during the construction, fitting out and dismantling of the stands. RAI reserves the right to hold the parties liable and to inspect safety plans;
- use or distribute balloons filled with a gas lighter than air, for example helium.

5.3 Loadings (floor and roof/ceiling loading)

When using the Convention Centre the Participant, Hirer, Supplier or other relevant natural or legal person should take account of the maximum loading of floor, roof and ceiling; the maximum load may not be exceeded during use. In this article a distinction is made between the floor loading and the roof/ceiling loading.

Floors and floor loading

The maximum load permitted on the floors of the Convention Centre differs according to the type of space and is recorded in **ANNEX 7** (referred to below as Annex 7).

The floors of the various spaces in the Convention Centre are finished in different ways:

- the floors of the exhibition halls of the Convention Centre are finished with a layer of asphalt with a thickness of approx. 5 cm; point loading is not permitted and the forces must always be evenly distributed; as a result of differential settlement, the floors of halls 1-7 may not be entirely flat;
- the floors of the meeting and conference rooms, the lounges and foyers and Elicium 1 and 2 of the Convention Centre have either been laid with floor covering or finished in marble or bluestone and are subject, in view of their nature and location, to a number of additional conditions concerning their use, as recorded in article 5.7 of these Regulations.

The stand builders are generally familiar with this situation. Annex 7 contains a list of the locations and the type of floor covering in each location. In cases of doubt, RAI's Event Management Department can be consulted through eventmanagement@rai.nl. Problems that arise during stand construction and fitting out should be immediately reported to RAI's Event Manager on duty.

Roof/ceiling load (see also rigging)

For the sake of safety in the Convention Centre the attachment of rigging or pre-rigging to the roof or ceiling of the Convention Centre is possible only in the manner described in article 7.6 of these Regulations.

The maximum load permitted on the roofs and ceilings of the Convention Centre differs according to the type of space and is recorded in **ANNEX 3** (refer to below as Annex 3), Rigging Manual.

5.4 Pavilions/tents outdoors

If a covered extension is necessary on the site around the Convention Centre, pavilions or tents may be erected. This may be done only after application has been made by the Hirer to RAI's Account Manager and a 'permit for the placement of an object' has been given by RAI in writing. See also article 4.3 of these Regulations and Annex 5.

5.5 Drones

In view of the close proximity of the Convention Centre to Schiphol Airport and the regulations applicable to the surrounding airspace, it is not permitted to fly a drone (also called an Unmanned Aircraft System, or USA) anywhere outside the Convention Centre.

Flying with a drone inside the Convention Centre is only permitted with the prior written approval of RAI and subject to the following conditions:

- The pilot of the drone must be in the possession of a valid (i) certificate of registration for the drone (ii) airworthiness certificate for the drone, and (iii) competency certificate;
- The area where the drone will be flown should be without people, except for the pilots, a cameraman and a supervisor from RAI;
- Flying with a drone should always be done with at least two people (a pilot, a watcher and a cameraman when a camera is been used);
- Flying is only permitted with sufficient lighting;
- Flying is only permitted within the view of the pilot and not higher than the lower part of the roof;
- The maximum allowance of the weight of the drone is five KG (eleven pounds);
- The drone should have a Safety Management System;
- One should have an insurance for possible damage that may be caused by the use of the drone;

Permission to fly a drone inside the Convention Centre must be requested at least ten business days prior to flying. Parties which have been granted permission to fly the drone inside the Convention Centre hereby indemnify RAI for all damages ensuing therefrom.

5.6 Stands and other structures

What special requirements must be fulfilled in respect of stands and other spaces at an Event must be specified for each Event in the relevant conditions of participation drawn up by the Hirer. The Fire Service Regulations (as recorded in Annex 1 and explained in article 3.3 of these Regulations) should be strictly observed at all times. The following specific conditions concerning stand construction should

also be included in the relevant 'Standard terms and conditions of event participation' drawn up by the Hirer.

As a rule, large and/or heavy goods may be brought on to the stands only on construction and fitting-out days specified for this purpose per Event (as these spaces are not accessible to trucks and other vehicles on all construction and fitting-out days). The following provisions apply in this connection:

Stand construction and fitting out

- in the case of exhibitions where the gangways must be laid with floor tiles or other floor covering before the construction and fitting-out period, it is not possible to unload stand goods and construction materials in the exhibition halls until after the floor covering has been laid. It is advisable to contact RAI's Event Management Department if you wish to bring materials into the halls after the floor covering has been laid;
- the Participant should start as promptly as possible with the construction and fitting out of the stand; the Hirer must determine for each Event when the construction and fitting out may start and when it should be completed, for example in relation to the cleaning prior to the opening of the Event.

Dismantling

- vacation of stands and removal of goods from the building are possible during the dismantling period(s) notified by the Hirer of the Event to the Participants;
- the first ninety (90) minutes after closure of an Event are generally needed for the clearance of the gangways and other activities to aid speedy removal of goods; Participants in the vicinity of goods entrances may be requested to vacate their stands earlier and will then receive notification from the Hirer of the Event;
- it is advisable not to leave small and valuable goods unattended at the stand; boxes and crates may be placed in the gangways only after the floor covering there has been removed. The stand space must be handed over in clean condition and free of adhesive tape after the dismantling period. Goods, stand construction materials and rubbish that are still present in the Convention Centre or on the sites after the published dismantling period may, at the discretion of RAI, be removed, stored and/or thrown away at the expense and risk of the Participant, Hirer, Supplier or other relevant natural or legal person;
- for safety reasons the supply of power to the stands will be shut off on the last day of the Event immediately after it ends; please therefore arrange for equipment to be turned off in good time.

Stand design

Further rules concerning stand design and the approval thereof can be laid down in the 'Standard terms and conditions of event participation' of the relevant Event. The standard design must comply with the requirements specified in these Regulations. In addition, the Hirer may impose its own requirements, including aesthetic requirements, from the perspective of the exhibition. These requirements too should be assessed by the Hirer and should be in keeping with the contents of these Regulations. This is not checked by RAI.

As regards **multi-story stands** and the use of **raised floors** the Participant, Hirer, Supplier or other relevant natural or legal person should have the requisite license as indicated in article 4.3 of these Regulations and Annex 5.

Stands higher than two meters and seventy-five centimetres (2.75 meters) may affect climate control in the relevant space and should therefore be coordinated with RAI by the Hirer of the Event in good time.

Stand types

Separate rules for each type of stand apply to each Event organised by RAI or by the Hirer. Where dotted lines are shown on the floor plan of the exhibition no walls may be erected. In the case of some Events it is possible to obtain a written exemption from the stand construction rules from the Hirer. Participants are advised to contact RAI, or the Hirer of the Event, in advance to find out whether exemption from the rules can be obtained. A general list of current stand types and the rules for each stand type as applied by RAI in the case of exhibitions and events organised by it can be found in **ANNEX 8** (referred to below as Annex 8).

Multi-story stands

A Participant requires a **licence/permit** where it proposes to construct a stand with two or more stories. See article 4.3 of these Regulations and Annex 5. This permit should be applied for in good time.

Shell scheme stands

The Hirer (and/or Organiser) can generally arrange for or permit shell scheme stands.

Raised or reduced floors

The use of raised floors is recommended in the case of stands that have water and compressed air connections and/or many electrical and ICT cables. The stand builder can advise on this. To improve accessibility to wheelchairs, strollers, shopping carts and MIVA visitors (visitors with disabilities, such as wheelchairs, walkers and blind or partially sighted) the following guidelines apply to stand floors:

- maximum height of 12 cm, measured from the floor of the building up to and including the top of the raised floor;
- the sides should be closed and neatly finished, sharp edges and corners need to be avoided and if necessary with bevelled edges;
- the floors should be within the stand building line;
- when a raised floor is used on a stand the outer edge of the floor must be in a contrasting colour with respect to the aisle and the ramp;
- If the raised floor is less than five cm higher relative to the floor of the building a bevelled edge with a minimum of one meter wide is sufficient. This bevelled edge needs to be in a contrasting colour relative to the rest of the floor edges;
- a raised floor up to a height of 12 cm measured from the floor of the building, a ramp of at least one by one meter width is desired.
- a handrail at a ramp is not necessary, when the raised floor is lower than 12 cm with respect to the aisle. When a handrail is positioned, it must be placed at a height of 80 - 100 cm above the ramp. The handrail needs to be easy to grab (round or oval), and preferably to have a light contrasting colour compared to a dark background. The rail end may not hang loose. If the handrail is positioned only on one side it should be attached to the wall;
- The edges around the ramp cannot contain any sharp edges, floor connections must have a smooth transition (no high thresholds). By a ramp in the corner of a stand there should be placed an upright edge of about four cm arranged in the longitudinal direction.

Construction of grandstands and tiered seating

If a grandstand or tiered seating is to be erected in or near the Convention Centre, the Participant, Hirer or natural or legal person concerned should himself request a permit/licence from RAI's Licences Desk (see also article 4.3 of the Regulations and Annex 5).

5.7 Fitting out (of stands)

Exhibited goods

Exhibited goods, including movable parts of such goods, may never protrude beyond the building lines of the stand, for example in the case of product demonstrations. Parts that are potentially dangerous, such as sharp, prominent parts, must be effectively shielded.

Stand lighting

The stand lighting may only be connected to the day-rate electricity supply; incorrect connection to the night-rate electricity supply entails major risks! The night-rate supply is clearly marked.

Stage height increases

Where a stage has a height of 60 centimetres or more, the Participant concerned (sometimes it is the Hirer of the Event itself) must apply for a **permit/licence** to the RAI's Licences Desk. See also article 4.3 of these Regulations and Annex 5.

Loose-laid floor covering

Floor covering for stands etc. may not be affixed directly to the floor, for example by two-sided adhesive tape (specifically on the stone floor). The floor covering should therefore be laid on a raised stand floor or a rubber subfloor.

The written consent of RAI's Event Management is necessary for the use of special floor covering (cement tiles, sand, gravel etc.). Application should be made to eventmanagement@rai.nl. Before such materials are brought in, a plastic cover should be laid on the floor. It is not permitted to paint floors.

If tape from carpet tiles etc. should unfortunately be discovered on the floor of the exhibition hall after the exhibition, the Participant, Hirer, Supplier or other relevant natural or legal person will receive a bill for the costs of removal (see also article 5.7 of these Regulations, Additional building-specific conditions). Projection and sound / smoke machines / chase lighting / advertising messages: The written consent of RAI's Licences Desk is required for the use of sound, image and illumination equipment (including illuminated news trailers), live music and live performances; see also Annex 5. As regards the copyright of Buma/Stemra, Sena and/or Videma, see article 4.8 of these Regulations.

The use of chase lighting (which is a nuisance to neighbouring stands), smoke machines and laser projectors is not permitted without the consent of RAI's Event Management through eventmanagement@rai.nl.

Animals on the stand

If a Participant wishes to have or exhibit exotic animals on his stand, he must seek the consent of the Ministry of Economic Affairs, Agriculture and Innovation in The Hague. The address particulars can be found in Annex 2. A copy of the permit should be sent to RAI's Licences Desk; see also the list of names of contacts in Annex 2.

5.8 Additional building-specific conditions applicable in the meeting and conference rooms, Elicium 1 and 2 and the Convention Centre

The Participant, Hirer, Supplier or other relevant natural or legal person is subject to the following additional provisions in relation to the construction, fitting out and finishing of stands in the meeting and conference rooms, Elicium 1 and 2, the lounges and foyers of the Convention Centre:

- cables or carpeting may not be affixed to the floor by means of tape; cable conduits should be used for this purpose;
- stands, stand panels and stand parts should be painted, sawn and/or drilled in advance, although assembly on the spot is permitted;
- taped or self-adhesive messages may not be attached; for these messages you may use our special messages areas (application should be made before the Event by the Hirer to RAI's Account Management and by the Participant through RAI's webshop);
- goods and materials may not be pushed or pulled over the floor (in order to prevent damage);
- freestanding stands are possible only if sufficient protective measures are taken to prevent damage;
- when both shell scheme and wooden stands are constructed, fitted out and dismantled, the floor at the place of the stand and the requisite working area around it should be adequately protected, for example by means of rubber mats, hardboard panels, carpet tiles or plastic (which may not be affixed by tape); these must be removed after the stand is completed;
- any damage to the Convention Centre resulting, for example, from stand construction must be borne by the Participant, Hirer, Supplier or other relevant natural or legal person; to allow an unobstructed view through the building and an unobstructed thoroughfare for the public and the proper operation of the air conditioning system the maximum construction height of stands and objects in the meeting and conference rooms, Elicium 1 and 2, the lounges and foyers of the Convention Centre is two and a half (2.50) metres (exterior dimension measured from the floor);
- multi-story stands are not possible in the meeting and conference rooms, Elicium 1 and 2, the lounges and foyers of the Convention Centre. A sprinkler system is installed in Elicium 1 and 2 for fire safety; if a stand in this space is fitted with a canopy (or ceiling), the canopy should be made of sprinkler cloth (since this tears when heated and thus allows the sprinkler water to inundate what is in the stand below);
- nothing (including stocks of goods for the stand) may be placed or attached in front of the windows and on steel plates under the windows; roller blinds should be able to hang down freely and, if the back of the stand is visible this should be neatly finished. Nothing may lean against or be stuck to the window;
- tape or self-adhesive (advertising) messages may not be put up;
- water connections, supply and discharge of compressed air and discharge of flue gas are not possible (or possible only to a limited extent) in Elicium 1 and 2, the lounges and foyers of the Convention Centre; if such connections are possible they may be provided only by the supplier appointed by RAI;
- RAI inspectors patrol in the Convention Centre to check compliance with these Regulations and, where necessary, take corrective action and report cases of damage; where damage has been caused, this must be settled by means of a damage form; wherever possible, the damage is recovered from the person or persons causing the damage;
- electrically-powered vehicles/carts may only be used for the transport of goods and not of persons moving from one place to another in the Convention Centre; means of transport should be fitted with 'non-marking' tyres (i.e. tyres that leave no tracks on the floor);
- the use of electric pump appliances in Elicium 1 and 2 is prohibited;
- Supply and delivery of stand material for the rooms and lounges see **ANNEX 6** (referred to below as Annex 6):
 - situated at entrance E should be delivered through entrance E;

- situated at entrance F should be delivered through entrance F;
- situated at entrance G should be delivered through the adjacent delivery door or entrance H;
- Supply and delivery of stand materials for Elicium 1 and 2 and the Elicium meeting rooms should be delivered as follows:
 - large goods are delivered from the loading/unloading area for goods vehicles at the rear of Elicium 1 and 2; goods are placed on the loading/unloading area by means of a high forklift truck;
 - small goods are delivered through the lifts in the Elicium or through the fly-overs if the Europa and Holland complexes are not in use for an event;
 - logistics on the loading/unloading area of the Elicium 1 and 2 and in the Elicium 1 and 2 themselves will be carried out exclusively by the forwarder designated by RAI; see Annex 2, contacts.

Article 6 – Special provisions

6.1 Introduction

Hundreds of Events are held each year in the Convention Centre. To ensure that all activities such as the build-up, fitting out and breakdown of theatre productions, exhibitions, sports events and so forth go as smoothly as possible, careful planning is essential.

For this reason the Participant, Hirer, Supplier or other relevant natural or legal person must be aware of a number of special do's and don'ts. Supplementary regulations may be in force for a particular Event.

This article contains the following Regulations to which special attention is drawn:

- general
- emergencies and evacuation
- security and access policy
- exhibition logistics (internal transport, storage and customs facilities)
- traffic; parking and loading/unloading.

6.2 General

Identification

Anyone who has reached the age of 14 years is obliged to produce proof of his or her identity at the request of the Event Managers or Security. If the person concerned refuses, he or she may be removed from the Convention Centre. For the purposes of identification all staff of RAI and its suppliers wear a RAI staff badge.

Young people and compulsory identification

People under the age of 16 years may not be admitted to the premises during the build-up, fitting out or breakdown of Events. Young employees who have not yet reached the age of 18 may only perform work that does not pose a risk to health, and expert supervision should be present while the work is being performed. Everyone is obliged to produce proof of his or her identity at the request of the Event Managers or Security. If the person concerned refuses, he or she may be removed from the Convention Centre.

Alcohol and drugs

Alcoholic beverages, drugs and/or psychedelic substances may not be brought into or consumed in the Convention Centre during work. Likewise, working in the Convention Centre while under the influence of stimulants or intoxicants of this kind is not permitted.

Obeying orders and directions given by RAI

Orders and directions given by an authorised member of the RAI staff must be obeyed.

Keeping traffic areas free of obstruction

The general areas in the Convention Centre should be kept free of obstruction. In some circumstances it may be decided, in consultation with RAI, that temporary use may be made of part of such areas, in which case the general area or areas concerned must retain their original function. Fire emergency routes, staircases, exits/emergency exits and escape routes should always be kept unobstructed. In addition, access to fire extinguishers and firefighting equipment, emergency showers and other safety facilities may never be blocked.

Animals

Cats, dogs and other pets are not permitted in the Convention Centre, unless expressly provided otherwise in writing.

6.3 Emergencies and evacuation

Crisis Management Plan (emergencies)

Emergencies such as accidents, fire, theft (persons caught in the act), public unrest and other crisis situations should be immediately reported to RAI Security at number +31 (0)20 549 **1234**. The caller should then promptly follow the instructions given. If a message ordering evacuation of the Convention Centre or certain parts of it is given over the RAI's public address system, the instructions should be obeyed without delay.

On hearing the evacuation alarm (of RAI) or if RAI communicates a crisis in another way, you are obliged to leave (that specific part of) the Convention Centre and to follow up these instructions right away. When hearing the evacuation alarm one needs to immediately exit the Convention Centre through the nearest (emergency) exit. A floor plan showing the emergency routes can be consulted at various places in the Convention Centre.

It is prohibited to lock the emergency doors. Nor may the emergency doors be used other than in the event of an emergency.

Accidents

Call +31 (0)20 549 **1234** and say:

- who you are
- what has happened
- where it has happened
- how many victims there are

Stay with the victim(s) and, where possible, provide first aid while waiting for the arrival of expert help. Specific information about this can be found in Annex 4, Safe Working Practices Manual.

Fire

In the event of fire, break the glass of the RAI fire alarm. Then immediately report the fire by calling telephone number +31 (0)20 5491234 and specifying the location and nature of the fire.

Theft

If you apprehend a thief or discover a theft that is in progress, you should call telephone number +31 (0)20 5491234. If possible, remain in the vicinity of the person or persons concerned.

If you discover that a theft has been committed (but is not in progress) you should call telephone number +31 (0)20 5492330, and you will then be immediately put through to RAI Security.

6.4 Security and access policy

General building and site security

RAI is not familiar with or responsible for the security of Events or stands. Participants, Hirers, Suppliers and other relevant natural or legal persons should take their own measures to provide for event and stand security during Events. This can be arranged through the RAI Account Manager or through the webshop. You can find more information about this in article 7.8 of these Regulations.

Access policy (during build-up and breakdown)

RAI aims to ensure that the Convention Centre not only provides a hospitable reception and high quality facilities but is also safe. Safety is therefore an issue that has the highest priority for RAI. Moreover, RAI is legally bound to comply with the statutory requirements, for example as laid down in the Foreign Nationals (Employment) Act. The Participants, Hirers or other relevant natural or legal persons are therefore also responsible for safety, including the safety of their staff and any third parties used by them. The access policy during build-up and breakdown periods is connected with 'Safe Working Practices' (see Annex 4) and is recorded in article 3.2.3 of these Regulations.

Video surveillance camera system

Video surveillance cameras are present within the Convention Centre for the security of persons and property. The presence of these cameras is also indicated by means of pictograms. Where the commission of a criminal offence is suspected RAI reserves the right to use temporarily hidden cameras.

6.5 Exhibition logistics (internal transport, storage and customs facilities)

RAI uses a Supplier designated by it for exhibition logistics in and around the Convention Centre, including internal transport, loading and unloading, storage and customs facilities. The contact particulars of this logistics partner are given in Annex 2. If a Participant, Hirer, Supplier or other relevant natural or legal person wishes to use a supplier other than the designated Supplier within the Convention Centre, application for a written permit should be made in good time to RAI's Account Manager.

6.6 Traffic: parking and loading and unloading

There are various schemes for parking, buffering (goods vehicles) and loading/unloading depending on the type of Event and the stage the Event has reached. This article describes the situation in general terms. If necessary, a specific traffic and parking plan will be made for a particular Event by RAI's Traffic Management, in consultation with the Hirer of the Event.

Parking

The following basic principles apply:

- paid parking is available in RAI's underground car parks other than on event days for persons carrying out work for RAI; however, the possibility of parking does not confer entitlement to a parking place in or around the Convention Centre;
- parking at or in the Convention Centre is permitted only in the parking spaces designated for this purpose; directions and instructions given by staff of RAI Traffic Management should be strictly obeyed;
- the Convention Centre is easily accessible by public transport (train, tram and bus);
- during event days offsite car parks may or will be used in a number of cases (the charge is then the same as for parking in and around RAI); access to the offsite car parks will be signposted, and during the day buses will operate a shuttle service to and from RAI. The latest information about parking during Events can be found at www.rai.nl.

Paid parking

- **Exit tickets** give the right to leave the car park once. The parking charge is a fixed daily rate per exit ticket, which gives the right to leave the car for 24 hours. These exit tickets are sold online through www.rai.nl or in the ticket machines in the various entrance halls of the Convention Centre. The rates are inclusive of VAT.

The opening hours of the underground and other car parks are generally from 7 a.m. to 11 p.m. The car parks may be exited 24 hours a day.

- **Extended parking tickets.** A limited number of special parking tickets are available for stand staff at reduced rates. These are valid for all RAI underground and other car parks and can be ordered from the webshop (*uitrijabonnementen*). These tickets are generally valid for the period from two days before the start of the exhibition until one day after the exhibition. The dates are shown on the ticket.
- **Parking on the loading/unloading areas** adjacent to the exhibition halls of the Convention Centre is possible during certain exhibitions. A parking place can be reserved through the webshop in consideration of payment. The location is shown on the parking ticket. It is possible that on the last exhibition day this parking space may not be available for the holder of the ticket because the area is needed for trucks and delivery vans used for stand dismantling. As an alternative the holder may then be directed to one of the underground or other car parks and may use the attached exit ticket.
- Holders of extended parking tickets and special tickets may leave their car in their parking space overnight during exhibitions without incurring extra charges, provided that the extended or special ticket is clearly visible in the car, preferably behind the windscreen. Orders can be processed only if placed with Exhibitor Services through the webshop, under the 'Access and Parking' category. The orders must be submitted before the end of the prescribed period.
- Extended parking tickets can also be obtained in exchange for cash payment at the Services Management desks in the Convention Centre from the first day of the build-up and fitting-out period, provided they are still available. For the record, we would point out that no refunds can be provided for extended parking tickets.

Build-up, fitting out and breakdown

- Vehicles that visit the Convention Centre in connection with the build-up, fitting out and breakdown of an event should always follow the signposts. During busy events RAI uses a buffer

area in which vehicles are issued with a serial number at an external site and may then drive to the loading/unloading areas when their turn comes. Allowance should be made for delays if the loading/unloading areas are full.

- During events in which a heavy volume of traffic is expected for build-up, fitting out and breakdown, RAI applies maximum loading/unloading times. The driver of a vehicle is required to sign in confirmation of these times. If the maximum loading/unloading time is exceeded, RAI reserves the right to tow the vehicle away at the expense of the driver.
- During most events trucks and delivery vans may be parked on RAI sites. A daily rate is charged for such parking.

The general rules of the Road Traffic Act (*Wegenverkeerswet*) apply in and around the Convention Centre (including the loading/unloading areas adjacent to the exhibition halls of the Convention Centre) and the car parks. It should also be noted that access routes designated for use by the emergency services may never be blocked in any way. RAI reserves the right to tow away, at the expense of the owner, any vehicle blocking such a route.

Loading and unloading

Goods may be loaded and unloaded in and around the Convention Centre (including the loading and unloading areas adjacent to the exhibition halls of the Convention Centre) and some car parks. For this purpose a parking plan is prepared for each event by RAI's Traffic Management Department. The Safe Working Practices Manual (Annex 4) contains detailed information about the measures in force in relation to loading and unloading. These include the following provisions:

- loading and unloading is permitted only at the delivery bays intended for this purpose;
- goods may not be placed in front of an emergency door and emergency doors must be kept free at all times; also, fire extinguishers and hose reels must always be accessible.

IV. SPECIAL PRODUCTS, SERVICES AND SUPPLIERS

Article 7 – Special products, services and suppliers

Special Regulations relate to a number of products and services that are necessary in connection with Events in the Convention Centre. In general, these are products and services that directly relate to the infrastructure of the Convention Centre.

This article deals with these subjects in relation to each product, service and supplier:

1. general
2. catering
3. electrical work
4. media displays
5. rigging
6. water, gas, compressed air and flue gas connections
7. audio-visual equipment
8. security
9. ICT and telephony
10. rubbish and waste disposal

7.1 General

Without prejudice to the provisions of Parts I - III of these Regulations, the following provisions apply to Participants, Hirers, Suppliers or other relevant natural or legal persons connected with Events held in the Convention Centre:

- article 6.3 of RAI's Standard Terms and Conditions of Hire and the Standard Terms and Conditions for Event Participation (applicable in the event of participation in exhibitions, trade fairs and other events organised by (or in cooperation with) RAI) state that the work to be performed in the Hired Premises with regard to the temporary connections to the RAI infrastructure for electricity, compressed air, water, water discharge, gas, flue gas discharge, the central aerial system, media displays and the telephone and other data communication equipment, as well as pre-rigging and rigging, may be performed only by installers designated by RAI (see also Annex 2, Contacts);
- with regard to other services the Participants, Hirers, Suppliers or other relevant natural or legal persons may appoint suppliers as they see fit; on request, RAI can recommend suppliers who have frequently carried out work within the Convention Centre and whose competence is therefore guaranteed;
- suppliers must always comply with all statutory and other requirements;
- RAI reserves the right at all times to refuse access to the Convention Centre to incompetent suppliers in order to safeguard order, safety, health, welfare and the environment.
- Hirers wishing to obtain services from suppliers designated by RAI for the Event may not order them directly from the suppliers concerned, but should instead discuss them with and order them through RAI's Account Manager. Stand holders wishing to obtain services provided at the stand or in the rooms of the Convention Centre by suppliers designated by RAI may place their orders via the webshop. These orders may not be placed directly with a supplier designated by RAI.

7.2 Catering

RAI Catering is able to provide catering for receptions, lunches, dinners and other meetings at stands, in the meeting rooms or elsewhere in and around the Convention Centre. Hirers can discuss their catering needs for the Event and place orders with RAI's Account Manager. The stand holders can place their orders for catering at the stand or in the rooms of the Convention Centre through the webshop.

As RAI is the holder of a licence for use of the premises as a catering establishment under the relevant catering legislation, a number of activities are reserved to RAI Catering. Consequently, Participants, Hirers, Suppliers and other relevant natural or legal persons are not permitted to bring food and drink (or arrange for it to be brought) into the Convention Centre or keep it on the premises, unless these products have been ordered from their RAI Catering contact. Nor is the sale of beverages and foodstuffs for consumption permitted in the Convention Centre.

HACCP conditions (including those concerning food safety during preparation, transport and storage) can be obtained from RAI on request.

7.3 Electrical work

The work of connecting stands to the power supply of the Convention Centre (voltage: 230/400V at fifty (50) Hz) is entrusted by RAI exclusively to a preferred supplier. For information about the Supplier and contact concerned, see Annex 2 (for the record, the supplier at the time when these Regulations were adopted (in April 2012) was Mansveld Expotech). Power may not be generated in any other way, for example by means of generators.

All installations should comply with the regulations in accordance with the latest edition of the following standards: NEN-1010, NEN-3111, NEN-EN 50110 and NEN-3140. Installations must always be approved by the Supplier.

Day-rate electricity is switched on from half an hour (0.5) before until half an hour (0.5) after the opening hours in the case of consumer exhibitions and from one (1) hour before until one hour after in the case of trade shows. **On the last day of an Event, however, the power supply is switched off immediately after the Event for safety reasons.**

Night-rate electricity can be requested for the use of computer equipment, refrigerators and security equipment. Stand lighting may not be connected to the night-rate electricity mains.

ANNEX 9 (referred to below as Annex 9) sets out additional conditions relating to electrical work. These apply to all electrical equipment supplied by the RAI Supplier. Approval of installations is routinely carried out by the Supplier. If the stand installation does not meet the prescribed requirements as set out in Annex 9 the stand cannot be connected to the electricity grid within the Convention Centre.

Where installations have to be re-inspected because they do not meet the specified requirements and the following general observations, the costs will be separately charged by the Supplier to the Participant, Hirer, Supplier or other relevant natural or legal person.

A power supply cable must be requested for each stand. It is not permitted to combine a single power supply between stands.

7.4 Media displays

Media displays may be placed or posted in and around the Convention Centre, other than on the stand itself, during the build-up and fitting-out period, during the Event and during the breakdown period only by two preferred Suppliers chosen by RAI. For information about the Suppliers and contacts concerned see Annex 2.

Participants, Hirers, Suppliers and other relevant natural and legal persons are not permitted, either themselves or through their own supplier, to place or post media displays in and around the Convention Centre at locations other than their own stand.

7.5 Rigging

Rigging and pre-rigging (rigging and pre-rigging: preparation and realization of suspensions points and hoisting activities at fairs and Events) to the roof of the Convention Centre has been exclusively reserved by RAI to a preferred Supplier. For information about the Supplier and contact concerned, see Annex 2 (for the record, the supplier at the time when these Regulations were adopted rigging and pre-rigging was exclusively dedicated to Mansveld Expotech B.V. as a supplier).

In special cases a different supplier (rigger) may be used. However, in such a case the temporary written consent of RAI's Technical Department is required (see Annex 2).

The Participant, Hirer, Supplier or other relevant natural or legal person should, where RAI agrees that a different supplier may be used, submit a rigging plan to RAI's Account Management in accordance with the relevant provisions in Annex 3. The rigging plan requires the approval of RAI's Technical Department (see Annex 2).

The maximum authorised loading of the roofs and ceilings of the Convention Centre differs according to the type of space. Information about this is given in Annex 3. This also describes all the other rigging requirements to be fulfilled by a Supplier.

7.6 Water, gas, compressed air and flue gas connections

The work of connecting stands to the water mains and drains and to the gas and compressed air network of the Convention Centre has been reserved by RAI to a preferred Supplier. These connections can only be delivered to a limited number of spots in the Convention Centre. For information about the Supplier and contact concerned see Annex 2 (for the record, the supplier at the time when these Regulations were adopted (in April 2012) was MTD Nederland B.V.).

The following applies to connections to water mains and drains and to the gas and compressed air network:

- during Events use may only be made of the infrastructure in the building for connections to the water mains and drains; it is not permitted to provide one's own water supply; it is important to note that as a consequence of municipal bye-laws only what is termed 'sanitary waste water' may be discharged; if a Participant, Hirer, Supplier or other relevant natural or legal person wishes to discharge other effluent, the Supplier must be notified of this;
- the use of flue gas discharge pipes is governed by regulations of the fire service and RAI's Technical Department; Exhibitor Services can provide further information about this and you can also find more information in the webshop (of RAI);
- the Participant, Hirer, Supplier or other relevant natural or legal person should turn off the water mains tap every day when leaving the stand; the next day the taps should first be allowed to run for at least one (1) minute in order to flush the system.

7.7 Audio-visual equipment

A preferred Supplier has been designated by RAI for the work of connecting audio-visual (A/V) equipment (e.g. speaker systems) in the rooms of the Convention Centre. For information about the Supplier and contact concerned see Annex 2.

For the use of the A/V facilities permanently installed in the Convention Centre, the RAI's recognised installer is the sole party authorised to make the connections and/or use the equipment.

7.8 Security

Through its recommended Supplier (see Annex 2, Contacts) RAI enables the Participant, Hirer, Supplier or other relevant natural or legal person to order security for the Event or the stand. This supplier is fully acquainted with the processes, infrastructure and staff of the Convention Centre.

If Participants, Hirers, Suppliers or other relevant natural or legal persons choose to arrange for the security of the Event themselves, this is possible provided that the firm hired by them is properly certified and that the person in charge supplies his personal particulars and telephone number to RAI's Account Management and Event Management.

If the Hirer itself wishes to organise or arrange the security, it should coordinate this with RAI carefully and in good time. In such a case, it should allow for the fact that it must conclude a contract for at least one (1) security key holder of RAI. This person has the keys of the Convention Centre and will liaise with the contact of the security firm hired by the Hirer.

RAI's written consent is necessary for meetings (presentations, receptions and so forth) at the stands outside opening hours. You should contact RAI's Exhibitor Services Department for such consent; see Annex 2, list of contacts. This requirement of consent is connected with the need for services such as security, hall lighting and keeping open the cloakrooms and toilets, for which a charge is made. A meeting or reception should end no more than two (2) hours after the closing time of the Event.

7.9 ICT

One or more telephone lines or cable Internet connections can be laid on by RAI's Telecom Department in the Convention Centre. The following services are possible:

Telephone services:

- in-house wireless/mobile telephony on the basis of the RAI network (so called PGSM); this is available only within the Convention Centre;
- general mobile telephony on the basis of the public network in the Netherlands;
- fixed lines; analogue fax line and analogue PIN line are NOT available.

Internet access:

- cable service on the basis of a UTP cable or fibre optic cable in the bandwidths of 256 Kb/s to 10 Mb/s on UTP or up to 240 Gb/s on fibre optic cable;
- wireless service on the basis of Wi-Fi
 - basic Wi-Fi until 100 persons
 - high density Wi-Fi from 101 to 500 persons
 - mass Wi-Fi upon request (see Other).

Other internet:

- various solutions for data connections, including cabled bandwidth above 10Mb/s, glass connectivity for streaming video or special services such as fixed telephone lines over Internet, Skype and conferencier, can be obtained, on request, by Hirers through their Account Manager and by Participants through the webshop.

The ICT and telephone services are provided subject to the following conditions:

- all ICT services are activated at 9 a.m. on the last build-up and fitting-out day;
- telephones and other means of communication can be collected from the Services Management desk from 8 a.m. onwards on the first exhibition day;
- the services are shut down on the last day ten (10) minutes after the closing time of the Event;
- Participants, Hirers, Suppliers and other relevant natural or legal persons are not permitted to use their own wireless access points because of interference;
- Participants, Hirers, Suppliers and other relevant natural or legal persons are not permitted to operate telephone services or to make them available to other people, unless a buyout scheme has been agreed with RAI in writing.

7.10 Waste disposal

Participants, Hirers, Suppliers and other relevant natural or legal persons are obliged to sort and dispose of rubbish and waste generated during the build-up, fitting-out and breakdown periods. If you wish to arrange this through RAI, you should contact RAI's Exhibitor Services Department in order to order extra rubbish containers at the stand. You can also order 240litre bags or 1,000-litre 'Knapsacks' for plastic waste; these are intended for relatively small quantities of rubbish.

Neither the containers nor the bags may contain chemical waste. The RAI's Exhibitor Services Department should be contacted about the disposal of chemical waste. For practical reasons only RAI containers are allowed in and around the building. Refuse bags not obtained from RAI will not be collected by the cleaning service. Rubbish and waste left behind on location will be removed at the expense of the Participant.

The following provisions also apply to rubbish and waste disposal:

- after notification to RAI's Environmental Management Department dangerous waste (preferably still in its original packaging and labelled with the name of the product) must be placed in the lockable containers specially intended for this purpose;
- rubbish and waste generated during work must be sorted before it is removed;
- it is strictly forbidden to dispose of chemical waste in the containers or in the refuse bags; this should be notified to RAI's Environmental Management Department;
- empty paint tins, brushes, caulking cartridges and so forth should be deposited in the red containers intended for this purpose;
- rubbish and waste from a stand will be removed during an event or exhibition only if it has been deposited in a refuse bag obtained from RAI and left next to the stand each day after the close of the Event;
- you should sort the waste before collection:
 - yellow bags = glass
 - blue bags = paper and cardboard
 - grey bags = residual rubbish
- rubbish and waste that is not presented for collection in the refuse bags obtained from RAI will not be removed.
