

EASL | THE INTERNATIONAL LIVER CONGRESS™ 2013

48th ANNUAL MEETING OF THE EUROPEAN ASSOCIATION FOR THE STUDY OF THE LIVER

AMSTERDAM.
THE NETHERLANDS
APRIL 24 - 28 / 2013



Get notified when
ILC 2013 registration
opens

www.easl.eu

Exhibitors' Technical Manual

Dear Exhibitor,

This Exhibitor Services Introduction contains important information and is designed to assist you in preparing for the ILC 2013 Exhibition.

The Exhibition will be held as part of the 48th annual meeting of the European Association for the Study of the Liver, The International Liver Congress, which will take place in Amsterdam, Netherlands, 24-28, April, 2013.

The floor plan has been designed to maximize the exhibitor's exposure to the delegates with lunch, coffee breaks, Cyber Café and E-posters and posters taking place in the Exhibition area.

Please forward this Services Introduction to everyone who is working on this project, including your stand builder, as it contains useful information about the Congress.

For your convenience, the Services Introduction has been divided into sections:

Section 1:	General Information
Section 2:	Exhibition Floor Plan, List of Exhibitors
Section 3:	Exhibition Services
Section 4:	Technical information
Section 5:	Official Contractors
Section 6:	Delivery Regulations and Instructions
Section 7:	Organizer Order Forms

Please do not hesitate to contact us for further information or assistance.

We look forward to welcoming you in Amsterdam and wish you a successful Congress and Exhibition.

Best Regards,

Ms. Elianne Baran Ganot
Exhibition Manager

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Section 1: General Information

Congress Secretariat

Kenes International
1-3 rue de Chantepoulet
P.O.Box 1726
CH-1211 Geneva 1
Switzerland
Tel: +41 22 908 0488
Fax: +41 22 732 2850
E-mail: ilc2013@easl.eu

Congress Dates

Wednesday, April 24 - Sunday, April 28, 2013.

Exhibition Manager

Ms. Elianne Baran Ganot
Tel: +41 22 9080488 ext. 921
Fax: +41 22 9069140
E-mail: eganach@kenes.com

Registration & Hotel Accommodation

Kenes International
1-3 rue de Chantepoulet
P.O.Box 1726
CH-1211 Geneva 1
Switzerland
Tel: +41 22 908 0488
Fax: +41 22 732 2850
E-mail: reg_easl2013@easl.eu

Sponsorship and Exhibition Sales Contact

Ms. Maya Yatsiv
Kenes International
1-3 Rue de Chantepoulet
PO Box 1726, CH-1211, Geneva 1
Switzerland
E-mail: myatsiv@kenes.com

Venue Address

Amsterdam RAI
Europaplein
NL 1078 GZ
Amsterdam
P.O. Box 77777
NL 1070 MS Amsterdam

Website

For updated information regarding the Congress, please visit the website:
www.easl.eu/liver-congress

Exhibition Related Table

Submission of Exhibition Forms	Deadlines	Tick Box Upon Completion
Hotel Reservation for Staff	As soon as possible	
Designed Stand Approval	March 4, 2013	
Badge Order	March 4, 2013	
Lead Retrieval Wireless Barcode Reader	March 4, 2013	
Webshop orders(AV, Computers, Electricity, Catering, Cleaning & Waste Removal, Carpets, Furniture rental, Florist, Hostesses, Internet, Parking, Rigging, Safety & Prevention, Security)	March 27, 2013	
Payment of Invoice Balance	Must be received in full before Exhibition opens	
Cargo Information		
Door to door shipments ready for pick up	April 9, 2013	
Shipment via warehouse	April 18, 2013	
Airfreight shipments – arrival to Frankfurt Airport	April 15, 2013	
Exhibition goods - Direct deliveries to Congress venue	April 22 from 10:00am	

Exhibition Timetable At-a-Glance

Set-up-only for stands 50 sq. meters or larger	Monday, April 22, 2013	10:00 - 22:00
Set-up-all stands	Tuesday, April 23, 2013	08:00 - 22:00
	Wednesday, April 24, 2013	08:00 - 22:00
Exhibition Opening Hours	Thursday, April 25, 2013	09:30 - 16:30
	Friday, April 26, 2013	09:30- 16:30
	Saturday, April 27, 2013	09:30- 16:30
Dismantling / Breakdown	Saturday, April 27, 2013	**18:00 - 23:00
	Sunday, April 28, 2013	08:00 - 14:00

The hours are subject to changes.

****** Dismantling hours are subject to changes

Please note that all exhibitors should be in their booth 30 minutes before the official opening hour.

****Dismantling of the stands before the official hour is not permitted.**

Empty crates and packaging material must be removed after set-up and no later than Wednesday, April 24, 2013 at 13:00.

All aisles must be clear of exhibits and packaging materials to enable cleaning.

Any equipment, display aid or other material left behind on Sunday, April 28, 2013 after 14:00 will be considered discarded and abandoned.

Off Exhibition Information

Please note that participants will be walking through the Exhibition area to reach the Congress activities which will be active before and after the Exhibition Opening Hours.

Therefore, you may either man your booth during those times or consider hiring extra security for your valuables.

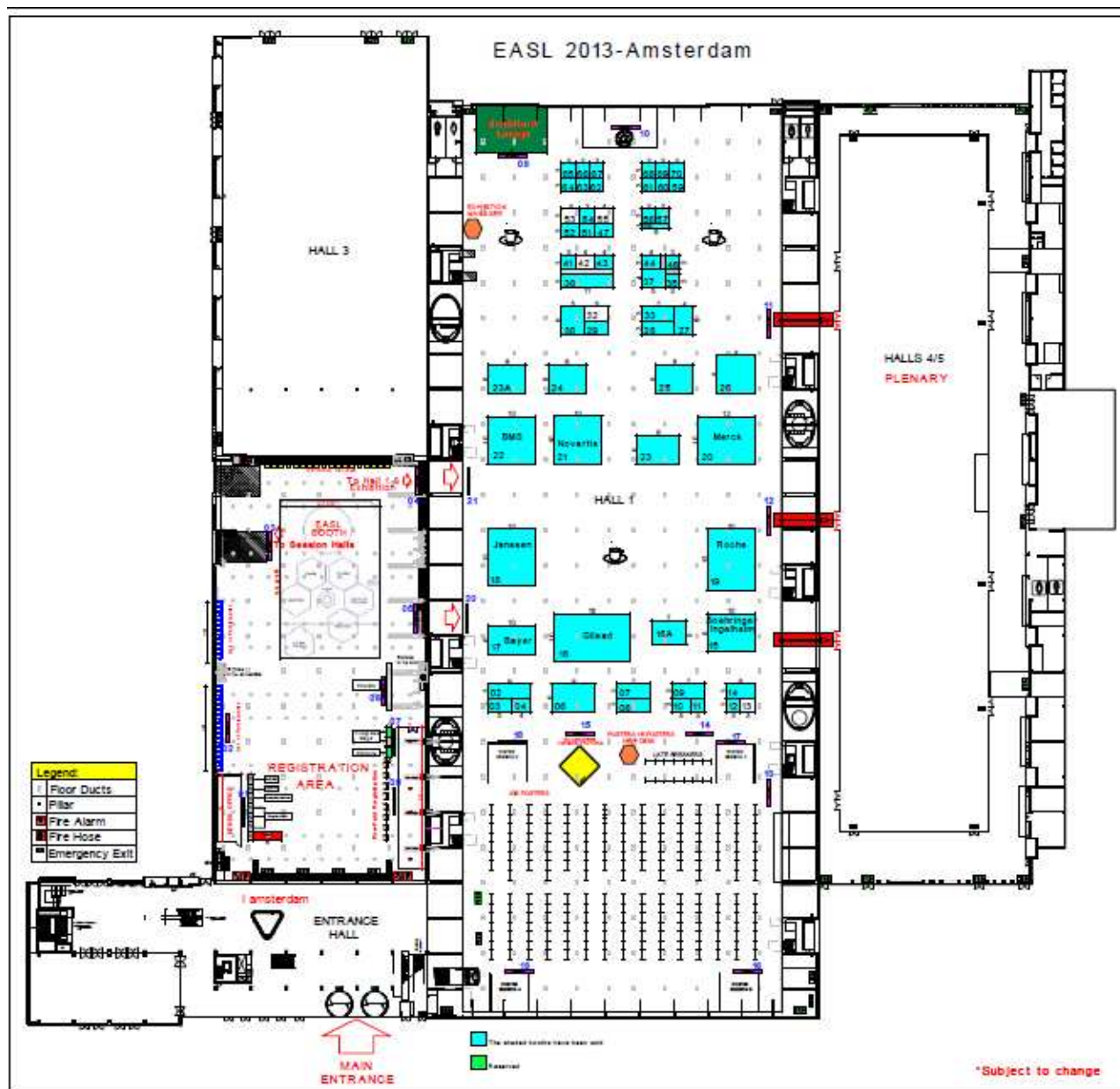
Please note:

It is the exhibitor's responsibility to dispose of all materials after dismantling. Any charges incurred for waste removal will be sent to the exhibitor.

Smoking

The 48th annual Meeting of the European Association for the Study of the Liver - ILC is a non-smoking Congress.

http://www2.kenes.com/Manuals/Documents/EASL_2013_Exhibition_Floor%20Plan_List_of_Exhibitors.pdf



List of Exhibitors (as of April 2013)

Company	Booth #	Size in sqm	Layout
(WGO) WDHD 2013-University of Iowa Carver College of Medicine	57	9	shell
AASLD -American Association for the Study of Liver Diseases	41	9	shell
Abbott Molecular	16A	35	space
ALEH-Latin American Association for the Study of Liver	60	9	shell
AbbVie	6	54	space
Alfa Wasswemann SpA	30	30	space
APASL-Asian Pacific Association for the Study of the Liver	59	9	shell
Bayer Pharma AG	17	60	space
Biopredictive	35	9	shell
Biotest AG	14	18	space
Boehringer Ingelheim GmbH	15	80	space
Bristol-Myers Squibb EMEA s.a.r.l.	22	100	space
CHBG-Cochane Hepato-Bilairy Group	70	9	shell
CLDF-Chronic Liver Disease Foundation	69	9	shell
CSH-LORENTI SA	68	9	shell
DDW-Digestive Disease Week	67	9	shell
DG Research	65	9	shell
Dr. Falk Pharma GmbH	25	48	space
EAHC-European Commission	62	9	shell
Echosens	7	21	space
EFSUMB-European Federation of Societies for Ultrasound in Medicine and Biology	66	9	shell
ELPA-European Liver Patients Association	63	9	shell
Emside Medical SA	44	12	shell
F. Hoffmann - La Roche Ltd	19	130	space
Ferring International	46	9	shell
Gambro	37	20	space
Gilead Sciences Europe Ltd	16	160	space
IASL-International Association for the Study of the Liver	64	9	shell
ILCA - International Liver Congress	51	9	Shell
Innogenetics	10	12	shell
Janssen Therapeutics	24	48	space
Janssen-Cilag Ltd	18	120	space
John Wiley & Sons	47	9	shell
Merz	2	27	space
MSD	20	120	space
Norgine	26	64	space
Novartis Pharma AG	21	100	space
Orasure Technologies Inc.	9	21	space
Philips	33	12	shell
PhoenixBio	4	12	shell
ROTTAPHARM Madaus	23	54	space
Russian National Internet Society of Internists	53	9	shell
Sequana Medical AG	28	21	space
Siemens	52	12	space
Sirtex Medical Europe GmbH	27	24	space
Supersonic Imagine	29	15	space

Company	Booth #	Size in sqm	Layout
UEGW-United European Gastroenterology Week	61	9	shell
University of Liverpool	53	9	shell
Vince & Associates Clinical Research	3	15	Shell
Virtual Liver Network	56	9	shell
Viroclinics Biosciences	8	21	space
ViroChannel	43	9	shell
Virology Education	11	9	shell
Vital Therapeutics	23A	48	space
W. L. Gore & Associates	38	33	space
Wako Chemicals Gmbh	12	9	shell
Wisepress	48	5L x 1W	space
World Hepatitis Alliance	54	9	shell

Section 3: Exhibition Services

Exhibitor Badges

All exhibitors are required to be registered and will receive a badge displaying the exhibiting company name. Two exhibitor badges will be given for the first 9 sqm booked and 1 additional badge for each 9 sqm thereafter. Any additional exhibitors will be charged an exhibitor registration fee of € 199 +VAT. The exhibitor badges give free access to the Exhibition area, coffee breaks and lunches. In order to reserve additional badges, please find at the end of this Services Introduction an exhibitor registration form.

Please fax/e-mail this form to the attention of:

Ms. Elianne Baran Ganot at: +41 22 908 0488 or eganach@kenes.com by Monday, March 4, 2013.

Individual participant names will not appear on badges in order that they may be used interchangeably between staff members.

All personnel are required to wear badges to access the Venue. Company representatives not wearing their badges will not be allowed to access the Exhibition.

Company name badges are for the use of company personnel for stand manning purposes and should not be used by companies to bring visitors to the Exhibition.

Exhibitor badges will not be mailed in advance and may be collected from the onsite Exhibition Management Desk.

Build Up/Breakdown-badge

During setup and breakdown periods Amsterdam RAI is only accessible with a valid setup and breakdown badge.

REGISTER NOW FOR YOUR SETUP AND BREAKDOWN BADGES:

http://www.raisecurity.com/exhibition_organisers/en/88/ilc/

On Site Exhibition Management Desk

The Exhibition Management Desk will be open throughout the Exhibition set-up, opening and dismantling period. The desk will be located within the Exhibition area.

Prior to this time, if you have any queries regarding your participation at ILC 2013, please feel free to contact Ms. Elianne Baran Ganot at: eganach@kenes.com

Lead Retrieval Wireless Barcode Reader

Lead Retrieval Wireless Barcode Readers are a helpful tool for receiving contact information about participants who visit your booth or attend your symposium. For further information about barcode readers, please visit the following website:

<http://www.codecorp.com/assets/manual/C004387-06-CR3500-user-manual.pdf>

Barcode readers may be rented in advance at the rate of €450 per system for the duration of the Congress. In order to reserve your Lead Retrieval Wireless Barcode Reader, please find at the end of this Services Introduction a credit card order form.

Please return the order form by Monday, March 4, 2013, directly to Ms. Elianne Baran Ganot at: eganach@kenes.com or fax this form to the attention of Ms. Elianne Baran Ganot at: +41 22 908 0488

The system may be picked up on site at the Exhibition Management Desk on:

Wednesday, April 24, 2013 from 12:00.

- The lead retrieval system needs to be returned to the Exhibition Management Desk on: Saturday, April 27, 2013 by 15:30.

Please Note:

Barcodes on participants' badges contain contact information as supplied by the registrant or the agency responsible for the registration process of that participant. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.

In addition, please note that neither Kenes International nor the Organizing Committee is responsible for the content of the information.

Section 4: Technical Information

Stands Design

Exhibitors who build their own stands are required to submit a scale drawing of their booth, including elevation view and dimensions, to Ms. Elianne Baran Ganot by Monday, March 4, 2013.

Please send it via e-mail to: eganach@kenes.com

All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining booths, or damaging the premises. Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits.

The Organizers will not approve stands that do not comply with the accepted standards until the necessary changes have been made.

Work cannot commence until the exhibitor layout is approved by the Organizers.

Multi level structures are not permitted.

Each exhibiting company should let us know the name and details of their construction company.

Please send this via e-mail to Ms. Elianne Baran Ganot by Monday, March 4, 2013 at: eganach@kenes.com

Technical Details

- Floor Finish: industrial cement
- *Laying a carpet or other floor covering is required.*
- Maximum floor load: 3000 kg/m²
- Ceiling hangings are permitted

Shell Schemes, that have been pre-booked from Kenes, include:

White walls in an aluminium frame of 2,50 x 1,00 meter;

- Open fascia with a name panel of 200 cm meters width
- Stand number and company name, colour white
- Wall socket of 1 kilowatt, exclusive of a main connection of electricity
- Mainconnection of electricity of 2 kilowatt inclusive a wall socket
- 1 table of 120 x 80 Medola x 70 cm high,
- 2 chairs, type Asti
- 1 spot per 4 sqm
- Carpet

Please note:

- Corner stands are provided with two open sides
- Cleaning is not included with your shell scheme

*7 digits, including spaces, may be written on your fascia for every one meter of fascia length.

Please complete your fascia request by March 1st and send it to:

A-Booth B.V.

Mr. Peter Noordman

Tel: +31 (0)75 - 6225581

Fax: +31 (0)75 -6225582

E-mail: peter@a-booth.nl

Website: www.a-booth.nl

If text for your fascia is not received, we will provide you with a fascia title as per your application form.

If you require additional furniture or services for your stand, please refer to the Amsterdam RAI Exhibitor Services web shop.

Amsterdam RAI Exhibitor Services web shop for the following services:
AV, Computers, Electricity, Catering, Cleaning & Waste Removal, Carpets, Furniture rental, Florist, Hostesses, Internet, Parking, Rigging, Safety & Prevention, Security

To login in the Amsterdam RAI Exhibitor Services web shop please follow the steps below:

Click on the following link: https://portal.rai.nl/ES_webshop_bestanden/Kalender.html

1. Select English as your language
2. Select The International Liver Congress 2013 (EASL)
3. Enter your e-mail address and ask for your personal password
For your password enter your e-mail address and 'click here'. Your password will be immediately sent to your e-mail address.
4. Login with your e-mail address and password

For questions or comments see the [FAQ](#) or contact us via exhibitorservices@rai.nl

Orders Deadlines

Electricity

27-03-2013

On account ordering

27-03-2013

Orders placed after this date are payable via credit card only.

Rigging

27-03-2013

Stand security & Hostess

09-04-2013

Webshop closed on

15-04-2013

Catering

Exhibitors who wish to order food and beverages for their meeting/hospitality room or exhibition booth, are welcome to do so directly with the Rai Caterer at the online web shop
Feel free to contact RAI Banqueting by email at banqueting@rai.nl or by phone on +31 20 549 18 12

Build-Up Height

The maximum building height for free build stands is 5 meters. Exhibitors who will have stands higher than the maximum permitted height will not be allowed to set-up their stands.

Electricity and Electrical installations

According to the regulations, the electrical installations for the exhibition will only be connected to the power supply after being checked and approved by the official contractor.

To ensure maximum safety, all electrical connections to power supply can only be carried by the official contractor.

Waste Removal

Exhibitors are responsible for the removal of all refuse/waste from the exhibition area.

Any discarded waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned.

Rules and Regulations -*Binding for all exhibitors and their subcontractors*

Build-Up & Dismantling Period

During the period of build up and dismantling, it is prohibited to consume alcoholic beverages in the working area as well as to perform work under the influence of alcohol and drugs.

Damage to the Building

Exhibitors are liable for all damage caused to floors, walls, and pillars during the installation, Exhibition, and dismantling periods. No adhesive stickers and fixtures of any kind are allowed on floors, walls, and pillars.

Disposal of Material

It is obligatory to collect and dispose of all material during the build up or dismantling of the event. When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by the venue in removing this property will be charged to the exhibitor.

Fire Regulations

Stand material and fittings must be non-flammable or impregnated with fire-retardant chemicals. As a general rule, easily inflammable synthetic substances, foam polyester, and nonfireproof straw and reeds are prohibited.

Fire Insurance (compulsory)

Exhibitors must be insured against fire.

Hanging of Posters, Banners etc.

Hanging of posters, banners or decals, stickers or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the venue are not allowed without a prior written authorization.

Insurance (compulsory)

While every reasonable precaution will be taken to protect the exhibitors' property while on display at the Exhibition, it must be clearly understood that the organizers, the management of the Amsterdam RAI, and the official contractors can accept NO liability for any loss or damage sustained.

You are also responsible for insuring against any legal liability incurred with respect to injury or damage to property belonging to third parties. In addition to this, you should protect your expenditure against Abandonment and Cancellation or curtailment of the event due to reasons beyond our control. Please ensure that you have adequate insurance cover for the duration of the event.

Liability

Companies are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers against all claims and expenses arising from any damages.

If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organizers find it necessary to change the dates of the Exhibition, the organizers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.

The organizers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the venue or any part thereof in any manner whatsoever.

Promotional Activities

All demonstrations or instructional activities must be confined to the limits of the Exhibition stand. Advertising material and signs may not be distributed or displayed outside the exhibitor's stands. Sound equipment must be regulated and directed into the stand so that it does not disturb neighbouring exhibits. Exhibition Management reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

Special Effects

Special effects lighting, live music, smoke and laser projection may not be used in the stands. No permission will be given for projection in the aisles or on the walls of the hall.

Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.

Safe Working at the Amsterdam Rai

At Amsterdam RAI we believe hospitality and quality are inextricably linked with maximum safety. This is why safety is such a major focal point at Amsterdam RAI. Our dedicated safety policy complies with all Dutch laws and regulations, which means that during the setup and breakdown of an exhibition the RAI halls are seen as a building site. To ensure we meet our responsibilities, the RAI has established clear rules that are easy to understand and follow.

During the setup and breakdown periods, Amsterdam RAI is only accessible with a valid access badge. Everyone in the halls during the setup and breakdown of events must have registered online.

Please try to ensure that as many of your standholders and suppliers as possible register in advance in order to ensure a quick flow through when arriving at the RAI. They can also register on site at the applicable registration point if necessary.

REGISTER NOW FOR SETUP AND BREAKDOWN BADGES

http://www.raisecurity.com/exhibition_organisers/en/88/ilc/

After registering, each registered person will receive a digital voucher. This should be printed out and taken to one of the registration points at Amsterdam RAI. Upon presentation of the voucher, they will receive their personal setup and/or breakdown badge providing access to the exhibition location during these periods. The registration points are open from the first setup day and located at visible locations in Amsterdam RAI.

For questions about setup and/or breakdown registration, contact RAI Security on +31 20 549 3006, E security@rai.nl

Means of personal protection

It is compulsory to wear approved safety shoes during the setup and breakdown periods. A safety helmet must be worn whenever the flashing red light is on in the halls. These forms of personal protection are no longer required when furnishing the stand. People who are not in possession of safety shoes and/or a safety helmet can purchase them from the registration point.

Safety rules

Check <http://www.rai.nl/en/rai/organisation/Pages/Safety.aspx> under the topic 'Safety Rules' for our general rules about Safety at Work.

Section 5: Official Contractors

AV, Computers, Electricity, Catering, Cleaning & Waste Removal, Carpets, Furniture rental, Florist, Hostesses, Internet, Parking, Rigging, Safety & Prevention, Security

Amsterdam RAI - Exhibitor Services

Europaplein 8 1078 GZ Amsterdam

Tel : +31 (0) 20 549 1928

E-mail: exhibitorservices@rai.nl

Website www.rai.nl

Shell Schemes, Stand Fittings, Plants & Floral Arrangements

A-Booth B.V.

Mr. Peter Noordman

Tel: +31 (0)75 - 6225581

Fax: +31 (0)75 -6225582

E-mail: peter@a-booth.nl

Website: www.a-booth.nl

Freight Handling & Customs Clearance Agent

Hermes/Merkur

Ms. Zehavit Akerman

Tel: +49 69 747 848

Tel: +972 8 914 6382

Mobile: +972 52 511 4982

E-mail: zehavitak@hermes-exhibitions.com

Website: hermes-exhibitions.com

Section 6: Delivery Regulations and Instructions

The shipping instructions include the following information:

- Shipping Instructions
- Tariff
- Material Handling Form
- Labels

Delivery & Logistic Services

Hermes/Merkur Ltd. has been appointed the official forwarding agent and clearance agent for this Congress and offers the following services: customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition hall.

For security, insurance, and efficiency reasons, **Hermes/Merkur is the sole official agent to handle cargo inside the venue.**

Stand builders are prohibited from using trolleys during set-up and dismantling periods.

Kindly note that the official agent is the exclusive agent for move in and move out of the venue.

Exhibitors and stand builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with the official logistics agent.

Insurance of Goods

All cargo should be insured from point of origin.

Exhibition Goods, Insert and Display Materials

Please note that all materials entering the venue incur a handling charge. This includes materials for inserts to the Congress bags and display.

In order to receive a price quote for handling and to assure arrival of your materials, please be sure to complete the "Pre-Advise" form included in the shipping instructions.

Please Note: All advanced shipments and deliveries to the Hermes/Merkur warehouse, including by courier, must be coordinated with Hermes.

In order to assure receipt of sent materials, Hermes, must receive the Pre-Advise form found at the end of this Services Introduction.

Please complete this form and return it to Zehavit Akerman: zehavitak@hermes-exhibitions.com. You will then receive confirmation of your material arrival.

Customs Clearance

Hermes Exhibitions & Projects Ltd.

Ms. Zehavit Akerman

Tel: + 49 6173 966 95 28

Tel: + 972 8 914 6382

Mobile: +972 52 511 4982

E-mail: zehavitak@hermes-exhibitions.com

Website: hermes-exhibitions.com

EASL
April 24-28, 2013
Amsterdam , The Netherlands

Dear Exhibitor/Stand Builder,

Hermes-Merkur is the official handling agent for KENES congresses in 2013.
We are a full door to door service company, and sole on site logistics contractor.
As such, we are pleased to update you regarding the services and guidance as how we dispatch shipments to the event.

Onsite Handling

Due to security, insurance and organizer policy, Hermes-Merkur is the exclusive handler inside the venue. No other company is permitted to handle cargo within the venue.

Please note that companies, stand builders & PR companies may make their own arrangements to deliver and retrieve goods directly to the warehouse/venue entrance.

Contact Details:

Hermes Exhibitions & Projects Ltd.
Contact: Ms. Zehavit Akerman
Tel: +49 6173 966 95 28
Mobile: +972 52 511 4982
E-mail: zehavitak@hermes-exhibitions.com

Please note these important dates:

SERVICE	DEADLINE
Door to door shipments <i>ready for pick up</i> (EEC countries)	April 9, 2013
Airfreight shipments Arrival to Frankfurt airport	April 15, 2013
Shipment via Germany warehouse	April 18, 2013
Exhibition goods - Direct deliveries to Congress venue	April 22 from 10:00am

Shipment Categories

All shipments must be packed, labeled and sent according to the appropriate .
Please use only the attached labels. Please do not mix different types of shipments in one box.

Categories:

Exhibition goods-for exhibition stand only

Services, Delivery Address & Shipping Instructions

1. Door to Door Shipment

We offer companies services from starting point to venue as part of consolidated international shipments for the congress. This will assist in reducing costs and ensuring timely delivery.

2. Airfreight Shipments

Please send all airfreight shipments to Frankfurt airport only.
Airway bill (AWB) must be sent prepaid and consigned to:

Consignee:

Merkur Expo Logistics GmbH
65760 Eschborn – Germany
Tel: +49 6173 966 95 11
Att: Mr. Bernd Blum

Notify:

Congress name _____

Name of Exhibitor _____

Stand no. _____

IMPORTANT !!! Please do not send any airfreight shipment unless you receive very specific instructions for invoices, packing list, etc.

Documents:

Original AWB, BL + Proforma invoice must be received 2 working days prior to goods arrival.

The above instructions are only for Airfreight shipments.

3. Shipment via Frankfurt Warehouse

Warehouse address:

Merkur Expo Logistics GmbH
Schmitt Peterslahr
Erlenstrasse 1 – 9
56587 Oberhonnefeld
Germany
Att: Dirk Dewald
Tel: +49 2634 95 44 50

4. Direct Deliveries to Congress Venue

Domestic Cargo /courier shipments / full load trucks

- ❖ **Exhibition goods** will be accepted starting from:
April 22 from 10:00am

Delivery Address:

Consignee

DB SCHENKER Logistics Nederland
C/O AMSTERDAM RAI
Europaplein 2-22 / P9
NL-1078 GZ Amsterdam

Notify:

Exhibitor name
C/O EASL 2013
Hall & booth #

Truck arrival

All truck arrivals have to be announced in advance to HERMES -MERKUR in order to book a slot time for unloading / reloading. Therewith a smooth processing and reduction of waiting times is guaranteed. As there is limited amount of slots per hour we advise early booking.

Schedule for truck arrival

To guarantee in time delivery of your exhibition goods to the booth on the fairgrounds below instructions need to be followed:

All trucks which require assistance for unloading / reloading are requested to make a pre-booking with HERMES-MERKUR . Please announce your preferred unloading / reloading schedule in order to receive a time slot. Please note that the first book – first receive process is applicable for the bookings. We advise you therefore to place an early booking.

The slot-time has to be given as reference upon arrival.

Notification

Please send us by fax or e-mail all dates of the transport (i.e.: AWB, B/L, Consignment, Tracking Numbers for courier shipments) in advance before shipping.

For not pre-alerted shipments arriving at our warehouse or shipments arriving after above mentioned deadlines, a **late arrival surcharge of 75,00€ is applicable.**

Road freight

In order to avoid any problems with customs authorities, please present all necessary customs documents such as T-form, Carnet ATA etc., certificate of origin / preference (if applicable*) to our office upon arrival at Amsterdam.

*(G.S.P. FORM-A, EUR.1, ATR.1)

Non-European Shipments

For non EU shipments a direct representation form (Power of attorney) and commercial invoice is required for customs clearance. Please get in contact with us in case you intend to send goods from outside of the European Union.

Courier Shipments

It is not recommended to use a courier service for shipping your goods to the congress venue. In case of sending a courier shipment, please be sure to send us a pre-advise with the full details of the shipment: courier company, number of pieces and tracking number – delivery address for courier shipments – same as trucks.

Shipments will be accepted in the show site by our representative starting from the first move in date. Shipments arriving before that time will not be accepted.

Dangerous Cargo

Exhibitors need to complete a special form for dangerous goods. These forms will be provided upon request and the completed forms should reach us before shipment is dispatched. There will be surcharge of 100% for handling this kind of shipment.

Insurance

All goods must be fully insured with all risk coverage. Insurance can be provided upon request. We regret that we can take no responsibility for goods after delivery to the exhibitors stand regardless if the exhibitor is present or not.

Heavy & Oversized Shipments

A heavy and oversized shipment applies to any single exhibit in excess of 1000 kg and 5 CBM that requires the use of a forklift mobile crane for installation.

Exhibitors with heavy and oversized exhibits must inform us at least seven days prior to delivery. A detailed layout should also be provided to better assist our onsite operations.

Payment terms

In order to ensure move in/out of your shipment/s, please complete and sign the attached **material handling form/payment confirmation** and return it to our attention. Please note that your signature will be used as payment guarantee based on the general tariff.

Please notify "Hermes - Merkur" immediately about any requirements relating to invoices. All invoices must be settled by exhibitors/contractors and agents **in advance** of the congress. In case of non-payment of invoices, shipments will be held in storage until the invoices are paid in full.

Please note that all payments are in €.

Any services not outlined in the attached tariff will be quoted on an individual basis.

Terms and conditions

All orders are accepted exclusively on the basis of the German forwarders terms and conditions (ADSp).

Hall plan



Schenker's main on-site office is located between hall 1 and 5 on the upper level. You will find our service desks announced in the halls as well where you can place orders and request additional information and services.

We wish you a successful experience!
Hermes - Merkur

EASL 2013 - Handling rates

1. Inbound handling charges

1.1 Air Freight

Euro - €

From free arrival **Frankfurt airport** up to free delivered booth

Including:

Transfer from airport to the warehouse

Transfer from warehouse to the show site

Delivery to the booth

1 CBM = 300 KG

➤ Minimum per shipment	325.00
➤ Up to 250 kg	2.05 / Kg
➤ Up to 500 kg	1.55 / Kg
➤ Up to 1000 kg	1.40 / kg
➤ Above 1000 kg each additional kg	1.35 / Kg

Airport taxes, storage, fees etc. will be calculated as per outlay,

Fees for an advanced payment + **10% for pre payment**

1.2 Handling via warehouse

From free arrival Germany warehouse (56587 Oberhonnefeld)up

to free delivered booth including: Intermediate storage

1CBM = 300 KG

➤ Shipment up to 25 Kg	125.00
➤ Shipments up to 50 Kg	175.00
➤ Shipment over 50 Kg	80.00 / CBM/ Min3 CBM

1.3 Direct delivery to venue

From free arrival venue up to free delivered stand, first time spotted

1CBM = 300 KG

➤ Shipment up to 25 Kg	95.00
➤ Shipments up to 50 Kg	125.00
➤ Shipment over 50 Kg	75.00 / CBM/ Min 3CBM
➤ Truck 7.5T	890.00
➤ Truck 13.6 M	1520.00

2. CUSTOMS FORMALITIES

2.1 Carnet ATA

Temporary importation under ATA Carnet

190.00

2.2 Temporary Importation

Temporary importation and/or re-exportation with commercial invoice

Customs bond fee 1.5% CIF Value

190.00
Min 150.00

2.3 Permanent Importation

Per shipment/ per document/ per exhibitor

190.00

Duties & Taxes as per outlay. Fees for an advanced payment of duty & tax

+ **10% for pre payment**

2.4 Customs inspection

55.00

2.5 Special Clearances

food, beverages, pharmaceuticals etc....

Upon request

3. OTHERS

- | | |
|--|--------------------------------|
| ➤ Handling of empties (including storage) | 75.00 / CBM / Min 2 CBM |
| ➤ Forwarding commission - per order/shipment | 75.00 |
| ➤ On-site representative for service/support | 55.00 |

4. OUTBOUND

Same rates will apply for outbound services

Remarks

- **The above rates do not include German VAT that will be charges where applicable**
- **The above rate are for services provided from Mon – Fri 08:00 – 17:00**
- **Overtime surcharge (17:00 – 24:00) additional 30% on total move in/ out charges**
- **Overtime surcharge (24:00 – 08:00) additional 75% on total move in/ out charges**
- **Saturday additional 75% on total move in / out charges**
- **Sunday & Holidays additional 100 % on total move in / out charges**

DATE: _____

Dear Exhibitor / Stand Builder / PR Company,

Please return the below form fully filled in to HERMES

E-mail: zehavitak@hermes-exhibitions.com

Pre advise - Material handling form

Congress name	
Exhibitor name	
Stand #	

Shipment information

Service requested		
Door to Door	Frankfurt Advance Warehouse	Direct to Venue

Shipper's name	
E mail address	
Tel #	
Purchase order #	
Truck size	
Courier tracking #	
Airway bill number (AWB #)	
Number of pieces	
Weight in Kg	
CBM	

Payment details

This is to confirm that the payment for handling the above cargo will be Covered by our company.

Company details _____ VAT No. _____

Email _____ Phone _____

Address _____

Card type VISA ☐ DINERS ☐ MASTER CARD ☐ AMEX ☐

Credit card #

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Expiry date _____ CVC (Last 3 digits on back of credit card) _____

Card holder's name _____ card Holder's Signature _____

Please enclose a copy of both front and back side of your credit card

Payments by credit card additional 2.5% service fee will be added

We cannot guarantee services for any cargo arrival without a pre-advise and payment confirmation!

EXHIBITION GOODS

For the exhibitor's stand only

DIRECT TO VENUE

Exhibitor's Name

Stand/ Booth Number

Contact Person

Mobile Phone

HERMES - MERKUR

Congress EASL 2013 - Amsterdam

DB Schenker Logistics Nederland

c/o Amsterdam RAI

Europaplein 2 – 22 / P9

NL- 1078 GZ Amsterdam

Box _____ out of _____

EXHIBITION GOODS

For the exhibitor's stand only

Via warehouse

Exhibitor's Name

Stand/ Booth Number

Contact Person

Mobile Phone

HERMES - MERKUR

Congress EASL 2013- Amsterdam

Schmitt Peterslahr

Erlenstrasse 1 – 9

56587 Oberhonnefeld, Germany

Att: Mr. Dirk Dewald

Tel: +49 2634 95 44 50

Box _____ out of _____

EXHIBITION GOODS

For the exhibitor's stand only

Air freight shipments

Exhibitor's Name

Stand/ Booth Number

Contact Person

Mobile Phone

Merkur Expo Logistics GmbH

65760 Eschborn – Germany

Tel: +49 6173 966 95 11

Att: Mr. Bernd Blum

Congress EASL 2013 - Amsterdam

Box _____ out of _____

Section 7: Organizer Order Forms

The following order forms are to be returned to Ms. Elianne Baran Ganot by Monday, March 4, 2013.

- Exhibitor Badges
- Lead Retrieval Wireless Barcode Reader

If you require any additional services which do not appear in this Services Introduction, please contact:

Ms. Elianne Baran Ganot

Tel: +41 22 908 0488 ext. 921

Fax: +41 22 732 2850

E-mail: eganach@kenes.com

Please submit your orders under the Amsterdam RAI Exhibitor Services web shop EASL 2013

To login in the Amsterdam RAI Exhibitor Services web shop please follow the steps below:

Click on the following link: https://portal.rai.nl/ES_webshop_bestanden/Kalender.html

1. Select English as your language

2. Select The International Liver Congress 2013 (EASL)

3. Enter your e-mail address and ask for your personal password

For your password enter your e-mail address and 'click here'. Your password will be immediately sent to your e-mail address.

4. Login with your e-mail address and password

For questions or comments see the [FAQ](#) or contact us via exhibitorservices@rai.nl

Orders Deadlines

Electricity

27-03-2013

On account ordering

27-03-2013

Orders placed after this date are payable via credit card only.

Rigging

27-03-2013

Stand security & Hostess

09-04-2013

Webshop closed on

15-04-2013

Amsterdam, The Netherlands
April 24 - 28, 2013

Lead Retrieval Wireless Barcode Reader Order Form

Please Note:

Barcodes on participants badges contain contact information as supplied by the registrant or the agency responsible for the registration process of that participant. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.

In addition, please note that neither Kenes International nor the Organizing Committee is responsible for the content of the information.

To order: Please fax/e-mail this form before Monday, March 4, 2013, to the attention of:

Ms. Elianne Baran Ganot at: Fax: +41 22 9080488 or eganach@kenes.com

Thank you for your order of the lead retrieval wireless barcode reader. We hope that you will find this system an enhancement to your Congress experience.

Please fill out this form which provides us with your credit card details. Your card will be charged €350 for each system you order. Please note that if the system is not returned to the Exhibition Management desk by Saturday, April 27, 2013 by 15:30, an additional €2000 charge will be made to your credit card.

In accordance with the security measures taken by credit card companies, please complete the following form in **your own handwriting** and sign.

If you are in need of any assistance while on site, please approach the Exhibition Management Desk.

Number of lead retrieval wireless barcode readers requested: _____

Authorization for Credit Card Charges

Name of Company:

We authorize Kenes International – Organizers of Congresses to make the charge of €350 for each lead retrieval wireless barcode reader ordered for the 48th annual meeting of the European Association for the Study of the Liver which will take place in Amsterdam, Netherlands, April 24 - 28, 2013.

Credit Card details to be charged:

Number: Expiration date:

Name of Card holder:

E-mail address:

Address: (as per Credit card records):

Telephone number:

Security digits (on the back of the credit card):

Date: SIGNATURE of Card holder:

SAFE AND SECURE IN AMSTERDAM RAI during event setup and breakdown

Introduction

At Amsterdam RAI we believe hospitality and quality are inextricably linked with maximum safety. This is why safety is such a major focal point at Amsterdam RAI. Our dedicated safety policy complies with all Dutch laws and regulations, which means that during the setup and breakdown of an exhibition the RAI halls are seen as a building site. To ensure we meet our responsibilities, the RAI has established clear rules that are easy to understand and follow.

Locations

- All halls (1 to 11)
- Ballroom (if hall 12)
- All temporary halls
- Outside area
- Other locations where stands are built

Access

During setup and breakdown periods Amsterdam RAI is only accessible with a valid setup and breakdown badge. Everyone who wishes to be granted access to the halls during these periods must pre-register online.

Means of personal protection (PBMs)

It is compulsory to wear approved safety shoes during the setup and breakdown periods. A safety helmet must be worn whenever the flashing red light is on in the halls. These forms of personal protection are no longer required when furnishing the stand.

- *Buy/Borrow PBM*
 - Buy: Suppliers, standbuilders and exhibitors
 - Borrow: Organisers, media, third party visitors
- *Costs*
 - Safety Shoes €€39,00 (including free Safety Helmet)
 - Safety Helmet €€7,50

Our slogan is: Safety is teamwork. We are all important team players, and together we can create a 'safe and hospitable RAI' where everyone's interests are respected while working in a safe and reliable working environment.

Enforcing the safety regulations

The Safety at Work policy is implemented on 1 September 2011.

Communication

All information is available via www.rai.nl/veiligwerken

Please do not hesitate to get in touch with your contact person at Amsterdam RAI if you have any questions or send an e-mail to safety@rai.nl.

We hope to have informed you sufficiently for now, and trust we can rely on your proactive support in implementing the Safety at Work policy.

Check out the Safety Rules on the next page!

INSPIRING
PEOPLE

ALARM 
+ 31 20 549 1234


AMSTERDAM RAI

SAFE AND SECURE IN AMSTERDAM RAI

during event setup and breakdown

1. Access

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

2. Safety shoes

Approved safety shoes must be worn during the stand set-up and breakdown periods.

3. Safety helmet

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

4. Smoking, alcohol and drugs

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

5. Emergency exits

The emergency exits and yellow traffic routes should always be kept free of obstructions.

The emergency exits should be used only in emergencies.

6. Fire extinguishers

Fire extinguishers should always be kept accessible.

7. Working at heights

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

It is not allowed to work on a ladder at heights above 2.5 metres for more than 2 consecutive hours. In these situations a cherry picker or an aerial lift must be used.

8. Transport

The maximum transport speed is 5 kilometres per hour inside and 10 kilometres per hour outside.

The forks of a forklift truck that is motion may not be more than 15 centimetres above the ground.

A forklift truck may not be used to transport or lift persons.

Persons may not make telephone calls while operating a means of transport.

Only trained personnel have permission to operate a forklift truck.

9. Young people

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

10. Materials and tools

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

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AMSTERDAM RAI

MANUAL SAFE WORKING PRACTICES

ENTER »

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AMSTERDAM RAI

Introduction

A safe and hospitable RAI: An outline

As one of Europe's busiest convention centres, Amsterdam RAI hosts around 600 exhibitions, conferences and (larger and smaller) events a year. The RAI 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 breakdown of stands requires discipline and flexibility. It is vital that all safety regulations are observed to prevent accidents and incidents. Standbuilders and suppliers have to find their way in a complex working environment during set-up and breakdown together with organisers, exhibitors and RAI employees. Amsterdam RAI 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 RAI' where all target groups can carry out their work safely and responsibly. In addition, the RAI 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 Amsterdam RAI Convention Centre. The manual is a 'living' document, in other words a document that will be periodically updated and upgraded.

Amsterdam, 31 January 2011

Jan van den Bosch

Director, Convention Centre
Production & Facilities

Michael Tjon

Manager, Quality, Safety, Health & Environment



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1. General information



1.1 General

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

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

a) Compulsory identification and age

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

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

- Dutch passport, Dutch identity card or Dutch driving licence

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

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

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

b) Safety codes

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

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

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

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

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

c) Work activities

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

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



1.2 Liability

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

1.3 Duties and responsibilities

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

1.4 Licences and permits (incl. permits to work)

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

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

1.5 Training and information

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

1.6 Rules on smoking

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

Figure 1: No Smoking



Figure 2: Smoking Area



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

1.7 Alcohol and drugs

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

1.8 Aggression and violence

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



2. Crisis Management Plan



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

2.1 Preparations for a possible emergency

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

2.1.1 Fire safety

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



2.1.2 Extinguishers

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

2.1.3 Naked flame (welding, burning and grinding)

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

2.1.4 Emergency exits

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

2.1.5 Emergency response service

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



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

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

Figure 3: AED



2.1.6 Safety training and general basic knowledge

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

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

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

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

2.2.1 Fire

In the case of fire:

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

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

2.2.2 Accident

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

2.2.3 Reporting unsafe situations and accidents

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

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

2.2.4 Accident report form

When an accident is reported, an accident report form should be completed. This electronic form must be completed by a first aider of Amsterdam RAI and is intended for all accidents that take place in the Convention Centre.

2.2.5 Evacuation

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

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



Figure 4:
Assembly area



Figure 5: Emergency exit



3. Means of transport



3.1 Traffic

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

Do's

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

Don'ts

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

Figure 5: Maximum speed



Traffic signs

Everyone should obey the traffic signs around the Convention Centre.

Certificate and driving licence

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

On the RAI's outside grounds anyone driving such a vehicle (forklift truck, electric cart, boom lift, etc.) requires not only a

valid certificate for the vehicle concerned but also a valid driving licence.

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



Parking

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

Cycling

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

3.2 Loading & unloading

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



3.3 Forklift trucks

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

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

3.4 Aerial lifts

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



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

3.5 (Electric) pump trucks

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

3.6 (Electric) carts

- For this purpose electric carts include all electric-powered vehicles.
- Drivers of an electric cart should have received sufficient training and instruction in the use of the cart. Persons under the age of 18 years are not permitted to drive an electric cart.
- Electric carts may not be driven with a badly stacked load.
- The speeds referred to above must be observed both inside and outside the Convention Centre.
- It is not permitted to carry passengers, unless the vehicle is fitted with a passenger seat and the passenger sits on this.
- A seatbelt must be worn if fitted to the vehicle.
- If the vehicle is fitted with a handbrake it should be applied when cart is no longer in use

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

- Diesel-powered vehicles should as far as possible remain outside the exhibition halls and enclosed spaces (incl. the Amstelkelder). In any event only diesel-powered vehicles that comply with Euro 4 emission standards or higher are permitted in these halls and spaces.
- If a vehicle is in an exhibition hall to carry out particular work, it should be driven out of the hall as soon as possible after the work is completed.
- During work in the exhibition halls the engine should not be left running while the vehicle is stationary. If this is nonetheless necessary for the work, the Event Manager should first be consulted.
- Unloading should take place outside the exhibition halls. Unloading in the halls may be permitted by way of exception. This should be arranged in consultation with the Event Manager.



4. Personal Protective Equipment (PPE)



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

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

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

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

4.1 Fall protection

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

4.2 Clothing and footwear

a) Footwear

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

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

b) Clothing

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



c) Heavy duty gloves

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

4.3 Hearing protection

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

4.4 Head protection

- Head protection may consist of an industrial helmet or, in the case of catering staff, a hairnet or hair cap. A helmet must comply with the EN397 standard and bear a CE mark, and a hairnet or hair cap must meet the HACCP requirements.
- If there is a danger of falling objects, workers are obliged to wear a safety helmet.
- Workers working at a height of more than two and a half metres (2.5 m) are obliged to wear a safety helmet.
- Catering staff must always wear a hairnet or hair cap in accordance with the HACCP rules. Once a hairnet has been used it may not be reused.
- After a helmet has been hit by a falling object it may not be reused and must be replaced.
- Before starting work, workers must inspect their helmet for faults and check the expiry date. If the expiry date has passed the helmet may not be used as it no longer affords protection.



4.5 Face protection

a) Safety goggles

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

b) Face shield

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

c) Breathing protection

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

d) Welding protection

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

4.6 Maintenance of personal protective equipment

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



5. Stand construction

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

5.1 Transport routes and gangways

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

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

5.2 Use of tools

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

5.2.1 Prohibition on removal of protection devices

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

5.3 Electrical work

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





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

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

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

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

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

c) Locating an electrical fault:

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

5.4 Sealing cable entry holes in the floor

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

5.5 Order, tidiness and hygiene

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

5.6 Working conditions

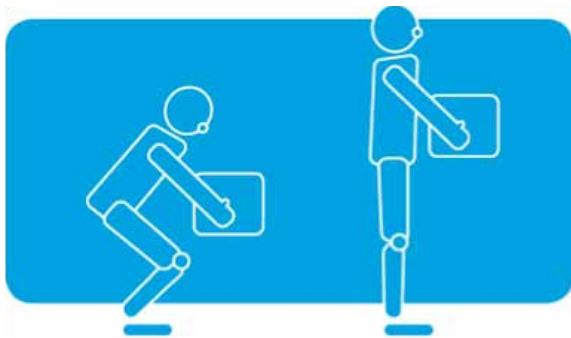
- Personal protective equipment should be worn to provide protection against hot or cold weather conditions.
- The place where the work is carried out should be sufficiently lighted.
- There should be sufficient drinks at the workplace to enable workers to warm up or cool off.
- Preferably there should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



5.7 Physical burden

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

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



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

5.8 Compulsory use of safety harness and line

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

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



6. Working at height



6.1 Working at height

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

a) Scaffolding

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

b) Inspections

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

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

c) Use

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

6.2 Ladders and stepladders

General

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



Inspections

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

Positioning

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

Use of ladder or stepladder

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

6.3 Rigging

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

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



7. Dangerous substances and the environment



7.1 Working with dangerous substances

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

7.2 Storage of dangerous substances

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

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

7.3 Safety data sheets

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

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

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

7.4 Battery charging area/station

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



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

7.5 Asbestos

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

7.6 Rubbish and waste

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

The rubbish should be sorted in the following way:

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

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

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



7.7 Dangerous waste

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

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

7.8 Environmental permit

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

7.9 Environmental disaster

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

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



8. Enforcement



8.1 Enforcement of rules

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

8.2 Sanctions

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

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

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



9. Annex



9.1 Telephone number and emergency numbers

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

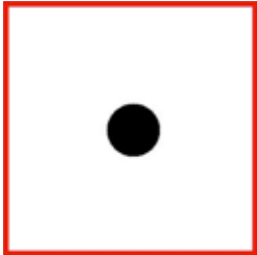
NB: outside office hours external parties should contact the Event Managers

Event Manager	+31 20 549 1111	Exhibition halls 1-7
Event Manager	+31 20 549 1110	Exhibition halls 8-11
Event Manager	+31 20 549 1591	Auditorium
Event Manager	+31 20 549 1592	Forum
Event Manager	+31 20 549 1593	Elicium
Exhibitor Services	+31 20 549 1928	
Ticket Office	+31 20 549 2270	
Quality, Safety, Health & Environment Department	+31 20 549 1414	Reachable during office hours
Safety & Security Department	+31 20 549 1930	
Incident Room	+31 20 549 1930	
Parking Traffic Management	+31 20 549 1710	Reachable during office hours
Licences Desk	+31 20 549 1850	Reachable during office hours
Building & Technology Department (incl. TD)	+31 20 549 1460 / 1470	



9.2 Meaning of pictograms

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

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



Maximum speed 5 kilometres per hour		Maximum speed 10 kilometres per hour	
No parking		No access to unauthorised persons	
Riding on a forklift is strictly prohibited		Do not walk under the load	
Mortal danger! Electric current		Hanging load	
Dangerous substances		Watch out: danger!	



Flammable substances		Risk of falling due to height difference	
Warning area		Explosives	

9.3 RAI Safety Rules

Safety Rules in a hospitable Amsterdam RAI

during the build-up and breakdown of events

1. Access

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

2. Safety shoes

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

3. Safety helmet

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

4. Smoking, alcohol and drugs

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

5. Emergency exits

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

6. Fire extinguishers

Fire extinguishers should always be kept accessible.

7. Working at heights

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

8. Transport

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

9. Young people

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

10. Materials and tools

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

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