

Rotterdam The Hague Airport Pocketbook Safety & Security



You're welcome



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Preface

Rotterdam The Hague Airport is a dynamic work environment where every year more than 50,000 take-offs and landings of aircraft take place. With the increasing number of flights, it is becoming ever busier on airside and for this reason, we pay constant attention to order and security to ensure that now and in the future too, Rotterdam The Hague Airport remains a safe airport. In order to prevent unsafe situations from arising, special rules and regulations apply, to which every employee must comply.

These rules and regulations arise, among other things, from laws and regulations relating to:

- Safety on airside and in the terminal building;
- Security of civil aviation;
- Working conditions;
- The environment

You make an important contribution to an orderly and safe airport every day. By getting to know the rules and regulations well, you ensure not only your own safety, but also that of your colleagues and customers. In order to ensure that these rules and regulations are observed by everyone, the most important rules and regulations are summarized in this booklet.



1. What you must first know

1.1 Purpose/Target group of this pocketbook

This pocketbook aims to bring the knowledge and awareness of employees in the field of Safety and Security to a higher level, by summarizing the rules and regulations in a well-organized and effective way.

This pocketbook is intended for anyone who works "behind security" and therefore on airside or in the terminal.

1.2 Use of the pocketbook

The pocketbook can be used in preparation for taking the tests, which have to be passed in order to be able to work at the airport, and as a reference work in daily practice. It is in everybody's interest that employees on airside and in the terminal are aware of, and comply with the valid rules. Together we ensure a safe working environment

After reading this pocketbook, you will know:

- Why safety and security rules apply at Rotterdam The Hague Airport;
- Where these rules can be found;
- How you can contribute to a safe airport yourself;
- Which areas and passes are in use at the airport;
- What you should do, and especially should not do if you are in a dangerous situation;
- Where you can report unsafe situations;
- Which telephone numbers you should call to report irregular situations.

1.3 Important telephone numbers

Irregular situations	Service/ Telephone number
Accident with injury	The Emergency Number of the airport:
Fire	010 437 1155
Life-threatening situations	Intern: 4371
Reporting fire-hazardous activity	Havendienst (Airport Authority):
Defective/used fire extinguishers and detectors	010 446 3450
Environmental incidents	Intern: 3450
Unsafe situations on airside	
Unsafe situations on landside and in the terminal	Security:
Suspicious circumstances	010 446 3424
Loss of airport pass	Intern: 3424

2. Why does Rotterdam The Hague Airport enforce strict security measures?

In the past, various terrorist attacks at airports and on board aircraft have been perpetrated, or attempted, in various ways such as:

- An explosive device hidden in a suitcase in the hold (Lockerbie 1988);
- An explosive device hidden in a shoe ("shoebuster" 2001);
- An explosive device hidden in underpants (2009 Northwest vlucht van Schiphol naar Detroit);
- Liquid chemicals and an ignition mechanism from components of an iPod bound for hand baggage with the intention of being prepared during the flight (Attack averted);
- Explosives in hold baggage on landside at the check-in (Brussels 2016).

Terrorism is characterized by:

- Violence and the causing of panic, chaos and fear;
- Having an ideological (eg political or religious) motive;
- Obtaining as much media attention as possible;
- A pre-planned action, as opposed to a spontaneous action out of anger;
- Targeting citizens in their own working or living environment; not so much aimed at military targets.

The European Union (EU) has drawn up common rules that every European airport, including Rotterdam The Hague Airport, has to meet. These consist of a coherent set of security measures to prevent such attacks. The most important reason for all the security measures at Rotterdam The Hague Airport is that we want to create a safe environment for everyone who works at the airport, visits it, or who travels via it.

The success of the security measures depends largely on the people who work at the airport. The employee must therefore know the rules, follow them up and, where possible, also contribute to the awareness of his / her colleagues. Unsafe and suspicious situations can always be reported to the relevant authorities.

3. Which security areas does Rotterdam The Hague Airport have?

Based on a risk profile, Rotterdam The Hague Airport (RTHA) has several areas where the security measures are stricter in one area than in the other. RTHA has the following security areas:

1. Security Restricted Area - Critical Part (SRA-CP)
2. Demarcated Area RTHA 1 and 2 (DAR 1 and DAR 2)
3. Publiek Area / Landside

3.1 SRA-CP

SRA-CP is the part of the airport to which not only is access controlled, but also checks for prohibited articles are carried out. This is where the strictest standards for civil aviation security apply. This area is characterized as mainly intended for commercial air traffic and the handling activities around it (such as passengers and luggage). Within this area, the following are included:

- On airside:
 - the landing area containing the runway, taxiways and navigation equipment for aviation
 - fire station and training place
 - platform and peripheral road
 - Baggage hall for departing hold baggage
- In the terminal:
 - the departure hall with retail, catering and departure gates

3.2 DAR 1 and DAR 2

There are two DAR areas:

- DAR 1 including Foxtrot platform, RAS-IAS, Juliet platform, Erasmus Catering and the Trauma Heli.
- DAR 2 including Lima platform and Vliegclub Rotterdam.



DAR 2

These areas are characterized as demarcated zones, separated from SRA-CP and landside, where aviation activities take place, but may be deviated from the strict security measures on prohibited articles. This also applies to a specific group of users, such as, but not limited to:

- Small scale aviation;
- Helicopters;
- Government flights;
- Aircraft maintenance companies;
- Business aviation.

3.3 Public areas / Landside

Everyone can come into the publicly accessible area: passengers, those dropping off, those picking up and day-trippers.

In the terminal, these areas are:

- transit hall with AKO, GWK and check-in desks;
- Horizon restaurant with terrace.

Outside the terminal, landside is characterized as publicly accessible. These areas are::

- Kiss & Ride with parking area;
- Hotel Wings, Cornerstone, Brasserie Waalhaven and other office buildings;
- Access roads to the airport.



Front of the Terminal

4. Which types of passes, vehicle passes and tests does Rotterdam The Hague Airport have?

4.1 Types of airport passes

Anyone who wants to enter a security area must have a valid admission ticket. Passengers must have a boarding pass, airline crew must have a valid crew pass from the airline they work for, and employees must have a valid airport pass with the correct authorizations. The conditions with which a cardholder must comply, are described in the "Airport Pass Conditions".

At RTHA there are various types of passes for employees and vehicles in use that give access to the aforementioned security areas of the airport.



Airport passes

The colour and letter coding of the card indicates which areas you have access to, as shown briefly below.

Colour	Area
Orange	Access to all SRA-CP areas + DAR 1 + DAR 2 (Departure hall, arrivals hall, border road and platform)
Blue	Access to SRA-CP + DAR 1 + DAR 2 with exception of departure hall and arrivals hall
Green	Access to SRA-CP area of the departure hall and the arrivals hall
Grey	Access to DAR1 + DAR 2

Letter / Digit	Additional area
B	Access to the baggage hall
CU	Check Exemption (Controle Uitgezonderd) (special authorization given for example to government service officials)
L1	Access to the roads around the landing area With the exception of taxiways and runway
L2	Access to L1 + taxiways and runway
1 to 5	The number of persons that may be accompanied by the cardholder

4.2 Types of vehicle passes

All vehicles wishing to enter airside must be provided with a vehicle pass, unless these vehicles are under continuous supervision of a vehicle with a RTHA pass holder in possession of a vehicle pass.

Colour / letter	Area
Green	Access to SRA-CP & DAR 1 & DAR 2
Grey	Access to DAR 1 & DAR 2
L1	Access to the roads around the landing area With the exception of taxiways and runway
L2	Access to L1 + taxiways and runway

4.3 Types of tests

One of the conditions that you must meet to obtain an airport pass is to pass a Safety & Security test with a positive result. Depending on the card application, this can consist of:

- Airside Safety test, mandatory for applicants who perform work on airside;
- Security test; mandatory for all pass applications.

Web page

On the web page www.rotterdamthehagueairport.nl/security you can find all the information and forms you need for requesting an airport pass.



Badge Center

5. Which security checks does Rotterdam The Hague Airport have?

5.1 Check on entry

The previously described areas (Chapter 3) may only be entered if the person holds an airport pass (Chapter 4). The check is carried out on the designated passageways, such as:

- Non-pax filter (Terminal);
- Gate 18; and
- Gate 19.



Gate 19

During the entry check, attention is paid, among other things, to:

- Name and photo of the pass holder;
- Colour / Letters on the pass = Area authorization;
- The date on which the validity of the pass expires;
- Authenticity features.

In case of doubt, the pass holder is asked for the reason why he/she is entering the relevant area.

Within the areas SRA-CP and DAR, an airport pass must be worn and be clearly visible at all times. This is checked on a random basis by authorized persons.

The purpose of this check is to prevent unauthorized persons from gaining access to the areas where aircraft and passengers are handled. This prevents people from illegally sabotaging an aircraft or entering it with the intention to hijack or take hostages.

The airport pass is checked by means of:

1. A biometric check, in which the person identifies himself by means of an iris scan; or
2. a visual check by at least 2 security staff; and
 - a check on the authorization and validity of the airport pass, by means of offering the RTHA card to be checked by a designated pass reader.

It is important that the instructions of security staff are followed.

5.2 Investigation into prohibited items

I Every person and his or her items must undergo an investigation for prohibited articles before he / she can enter SRA-CP.

Persons who want to enter DAR are in principle not subjected to a screening, unless:

- A person wishes to go to SRA-CP via DAR;
- There is an increased risk or suspicious situation.

The aim of this research is to prevent prohibited articles from being able to arrive on board an aircraft (later). This strives to prevent an attack such as hijacking, hostage taking, sabotage or bombing.

Different categories of prohibited items apply to passengers and airport pass holders. Airport pass holders may in principle not take the following items with them into SRA-CP:

Firearms and other devices that can fire projectiles;

- a. Devices specifically designed to stun or immobilize;
- b. Explosives and flammable substances;
- c. Any other article that can be used to cause serious injury and that is not commonly used in SRA-CP.

Passengers are not allowed to take the following groups of objects into SRA-CP in addition to the above categories:

- d. Liquids, Aerosols and Gels (LAG's);
- e. Tools;
- f. Objects with a sharp point / edge;
- g. Blunt instruments.

It is very important that airport pass holders who visit SRA-CP taking with them any of the above-listed (d. to g.) items, do not make them accessible to passengers in any way!

Customs goods, dangerous goods and criminal goods fall outside the scope of this document and associated tests.

There are different ways in which persons who are not passengers can undergo security screening:

- Search;
- Metal detection gateways (MDP's);
- Handscanner in combination with search.

There are various ways in which carried items can undergo security:

- X-ray equipment (X-Ray);
- Examination by hand.

A person who refuses to agree to a security screening, even after having been informed of the necessity and method of investigation, is refused access to SRA-CP.



MDP



X-ray

Before hold baggage is loaded on board an aircraft, it is checked for explosives and other hazardous substances and objects. It is important that the instructions of security staff are strictly followed.

The airline or the handling agent checks before boarding the aircraft whether the passenger has a boarding pass and whether the identity matches the data on the boarding pass. The data at the gate is also compared with that at the check-in desks. If it turns out that hold baggage has been checked in, but the passenger does not show up at the gate, the baggage concerned will be removed from the aircraft. This is to reduce the risk that a suitcase is deliberately checked in without the passenger travelling with it, and later detonated in the air.

5.3 Examination of vehicles

Persons who have to carry out work on the peripheral roads and platforms with a vehicle must take into account that checks will be carried out on the driver and occupants at the designated passageways. The security personnel check for the airport pass, authorizations and the presence of prohibited articles on the person, in the goods carried, in the vehicle and in the load.

5.4 Examination of airport supplies

Airport supplies are, with the exception of objects taken by pass holders themselves:

- Items that are intended to be sold in SRA-CP;
- Items intended to be used in SRA-CP;
- Items that are intended to be made available in SRA-CP.

These goods must be subjected to a security check for prohibited items before entering SRA-CP.

5.5 Checks on aircraft

The airline itself checks its aircraft for prohibited items between landing and departure and during stopovers. It also guarantees that unauthorized access to the aircraft is restricted as far as possible.

5.6 Your contribution to security at Rotterdam The Hague Airport

Security is not just a matter for security staff. We also ask you for a contribution to keep the airport as safe as possible, by keeping your eyes and ears open and being alert.

If you have any doubts about a potentially suspicious situation, you can always contact Security on the number +31 (0) 10 446 3424 or report this via email security@rtha.com.

6. What are the rules for the use of the airport pass?

Rules for the use of the airport pass

The airport pass is strictly a personal admission ticket. Only the person mentioned on the pass can gain access with this pass. Below are some rules for the correct use of your airport pass:

- When you are in a protected area, always wear your airport pass in a clearly visible manner and speak to anyone who is not doing so;
- Never lend your pass to another person;
- Never allow anybody to be covered by your pass, for example, do not take anyone, or allow anyone to sneak with you through an entrance door, a gate or barrier of any kind. These persons would then be unchecked and unauthorized in a protected area due to your actions;
- Do not use the pass outside working hours or for private purposes. For example, it is forbidden to use the pass for dropping off or picking up family or friends at the gate.
- It is not possible for an airport pass holder to carry out work in SRA-CP on a visitor's pass.

Misuse of airport pass

In the case of misuse, the pass can be taken and blocked immediately by the operator.

Reporting loss of airport pass

The loss of your airport pass must be reported immediately to Security: +31 (0) 10 446 3424 or during office hours at the Badge Center: +31 (0) 10 446 3429.



7. Enforcement and sanctioning

7.1 Why enforcement

Without Safety & Security rules dangerous situations would soon occur. Unfortunately, rules are sometimes violated. For this reason, the Sanctions Policy Rotterdam The Hague Airport is in force, of which a number of important provisions are set out below. Please note that what can be seen below is only a part of the sanctioning policy.

7.2 Supervision

At the airport, compliance with the rules is monitored by staff of the airport authority (de Havendienst). They can approach you in the case of a violation and will report and register it.

7.3 Violation of the rules

The consequences of a violation of the rules depends on the seriousness of the violation. The possible consequences for a violation are built up as follows:

- A first violation in category I results in an oral warning and a registration for one year;
- A second violation in category I, or your first violation in category II results in a written warning. A copy of this is sent to the employer and a registration follows for one year. The employer must also take measures within two weeks to prevent a subsequent violation and inform the airport about this;
- A third violation in category I, a second in category II or your first in category III results in a written warning. A copy of this goes to the employer and a registration follows for one year. The employer must also take measures within two weeks to prevent a subsequent violation and inform the airport about this. In addition, you must complete the Safety & Security test associated with the pass within two weeks, with good results.
- A fourth violation in category I, a third in category II, a second in category III, your first in category IV or a third offense in different categories results in direct withdrawal of your pass. You must also report to the Operational Service Manager within 72 hours and you will be heard by the sanctioning committee within two weeks. After this you will receive a letter from the sanctioning committee concerning why and for how long you have lost your pass with its accompanying authorization. You will not receive your pass back until you have taken and passed the appropriate Safety & Security test with a good result.

7.4 Enforcement work permits airside

With the introduction of the Work Permit Administration System (WAS), the procedure for carrying out work on airside on RTHA has been tightened up. For all work on airside, an application must be submitted via

www.rotterdamthehagueairport.nl/werkvergunning The signed work permit issued by RTHA's technical department must be open for discussion by the enforcement authorities during the execution of the work.

The Port Authority is one of the agencies that will assess the existence and content of the work permit whilst work is being carried out on airside. This therefore also means that the work is carried out in accordance with the provisions of the work permit and the preconditions laid down therein.

8. The Rotterdam The Hague Airport rules

This chapter contains the most important airport rules that are of importance to you for taking the Safety & Security test. There is also a further explanation of certain rules and important additional information in this chapter. The complete version of the airport rules can be found at

<https://www.rotterdamthehagueairport.nl/luchthavenreglement>.

8.1 What are the general rules of conduct at Rotterdam The Hague Airport

Compulsory

At RTHA you must:

- Adhere to all rules applicable to RTHA;
- Always wear your airport pass visibly;
- Follow the instructions given by the employees of the Airport Authority and Security, Safety & Support;
- Report the following matters directly to the operator:
 - Accidents
 - Safety and environmental incidents
 - Incidents involving dangerous substances
 - Suspicious situations
 - Unsafe situations
 - Damage to facilities of RTHA
- Immediately dispose of waste and FOD and deposit them in waste bins indicated by RTHA;
- Hand in lost property at the information desk in the terminal as quickly as possible.



F.O.D. container

Forbidden

At RTHA it is forbidden:

- To misuse the airport pass;
- To be in a protected area without necessity;
- To do something or not to do something:
 - That disturbs order and safety
 - That can lead to bodily injury
 - That can cause damage to property or the environment
 - That can lead to nuisance or a dangerous situation
- To be under the influence of alcohol, drugs and / or medicines that could pose a risk to the performance of activities.
- To feed the birds, or to do or not do anything that attracts birds or other animals;
- To smoke in the terminal, in the baggage hall and on airside;
- To light a fire or set off a firework;
- To use fire detection, fire protection or fire extinguishing equipment without necessity, or to reduce their operating capacity or accessibility;
- To park, clean, repair, store, etc., vehicles or equipment outside the places specified by RTHA;
- To park or store vehicles or equipment within a distance of three meters on either side of a peripheral fence;
- To use RTHA equipment for a different purpose or in a different way than laid down by RTHA.

Forbidden without permission from RTHA

Without permission from RTHA it is forbidden:

- To move or pass cordons/enclosure barriers;
- To participate in gatherings;
- To take photos, video or film recordings that are not for personal use or made available to third parties.

Fire safety and escape routes

In order to carry out work involving fire risk (e.g. welding) request permission from the Airport Authority in advance, and ask for an appropriate work permit for it.

- Never block emergency exits or escape routes.

Foreign Object Debris / Waste

Plastic covering material, a cardboard box, garbage bag, pallet or coffee cups, all waste that is left lying around on the platforms can cause problems such as Foreign Object Damage (FOD). This is an English term for damage to aircraft caused by waste on airside.

FOD can lead to serious accidents and serious damage. That is why a few simple rules have been drawn up to prevent FOD:

- Dispose of waste properly in containers or waste bins;
- Always close the lid of waste containers;
- Ensure that your handling equipment and waste can not be blown away;
- Always cover open skips/containers, including trucks, with a net or tarpaulin;
- If you dispose of garbage bags, throw the bags into the container and immediately close the lid of the container.

In short, clean up waste and close waste bins and containers properly! Report full containers to the Port Authority.



Rubbish/garbage container

8.2 What are the rules in the terminal

Forbidden

In the terminal it is forbidden:

- To take photos of employees, procedures or other means of Security;
- To use festive and decorative decoration that is not sufficiently fire-resistant (as indicated by means of a quality mark and / or certificate);
- To drink alcoholic beverages in the public area or the limited public area, outside the catering points designated as such;
- To stay in the building other than for reasons directly related to the nature of the activities carried out here and / or outside the opening hours of the building (from 2.5 hours before departure of the first passenger flight to 1 hour after arrival of the last incoming flight).

Forbidden without permission from RTHA

Without permission from RTHA it is forbidden:

- To engage in roller skating, skating, skateboarding, stepping, driving with (electrically driven) vehicles or equipment, mopeds and (motor) bikes;
- To work with open fire or perform grinding work. For this, a work permit must first be applied for via (www.rotterdamthehagueairport.nl/werkvergunning).

8.3 What are the rules on airside

8.3.1 Airside

Compulsory

On airside it is compulsory:

- To wear high visibility clothing (HVC);
- To give priority in the following order:
 - Starting or landing aircraft
 - Vehicles of emergency services (police, fire brigade and ambulances) and vehicles of the Airport Authority with flashing lights and sirens
 - Taxiing aircraft and accompanying motor vehicles
 - Passengers being brought on foot to and from aircraft
 - Towed aircraft
 - Other vehicles
- To drive at a maximum of 30 km / h on the service and peripheral roads and a maximum of 15 km / h on the platforms;
- To always use dimmed headlights;
- When accessing the inspection path, to report to the Airport Authority both on entering and leaving;
- To place handling equipment and other materials so as they cannot blow away or roll away;
- To always put your vehicle on the hand brake or parking brake when you get out of it;
- To have a valid driver's license or certificate for driving a vehicle;
- To keep hydrants / fire hydrants free;
- To adhere to the rules for markings, striping and signs;
- To drive on the right hand side of the road.

Forbidden

On airside it is forbidden:

- To obstruct the view between the aircraft and the marshaller;
- To hinder a marshaller while parking an aircraft;
- To drive between an aircraft and the marshaller;
- To willfully or without any demonstrable necessity exceed the 60 cm wide red clearance line, except in the places where a crossing is located;
- To cause damage to equipment;
- To block fire engines and / or tankers;
- To block access gates and fence access points;
- To drive behind or just in front of an aircraft whose anti-collision lights are on;
- To refill motor vehicles with fuel when the engine is still switched on;
- To perform fire-hazardous activities without permission from the Airport Authority;
- To leave your tanker unattended, unless, while you are parked in a designated parking place or at the aircraft stand, your work brings you into contact with the crew..

8.3.2 Platform

Compulsory

While you are on the platform, it is compulsory::

- To cover open (baggage) carts with a tarpaulin
- To move around on airside only on foot, by car or handling vehicle in the prescribed manner
- To give priority to traffic on the perimeter roads when you come off the platform.



Forbidden

On the platform it is forbidden:

- To leave baggage trolleys with unattended baggage outside the agreed areas;
- To go to aircraft stands if you are not carrying out any work there;
- To tow more than 6 baggage carts or 5 container dollies with a baggage tractor;
- To place any equipment in front of the gates, with the exception of passenger busses and emergency vehicles.

Storm Warning System

RTHA has a Storm Warning System (OWS) that alerts all airport staff if there is a thunderstorm above or within a radius of five kilometers. If the storm arrives, the Airport Authority will activate the OWS, a siren will sound for 30 seconds and orange flashing beacons will light up. As soon as this becomes effective, all persons must seek cover as quickly as possible in a protected environment such as a closed vehicle or building. When the storm is over, the handling ban is lifted. To indicate this, the orange flashing lights will be extinguished and the siren will sound again for 30 seconds.

8.3.3 Aircraft Stands (Vliegtuigopstelplaats)(VOP)

Compulsory

On the VOP, it is compulsory:

- To use the Ground Service Equipment (GSE) set-up spaces only for ground handling equipment for the next flight;
- To place equipment in such a way that boarding and disembarking passengers are not hindered, and that tankers and platform buses are not obstructed and can always drive ahead unhindered;
- To follow the instructions of employees of the Airport Authority;
- On departure of an aircraft:
 - To place all equipment that is not involved in the departure outside the VOP;
 - To clean up all rubbish, waste or other materials;
 - For you to leave the VOP, provided you are not involved in the starting procedure of the aircraft.



Aircraft Stand

Forbidden

On the VOP, it is forbidden:

- To approach an aircraft until the following conditions are met:
 - The engines are switched off;
 - The wheel blocks are in place;
 - The anti-collision lights are switched off;
 - Exception: Personnel and vehicles involved in the parking or the departure procedure of an aircraft.
- To have a GPU or accompanying equipment outside the aircraft stand space;
- To place equipment outside the GSE aircraft stand space;
- To leave a GPU running unnecessarily;
- To place unnecessary equipment, vehicles or objects;
- To set up, start, connect or disconnect a starter car or GPU during the refueling of the aircraft.

9. Occupational safety and health

Safety rules in accordance with the ARBO law

Employees of many different companies and business units work at airside and in the terminal. We work at height, with dangerous substances, with machines, but also with many different types of vehicles. In addition to this, you can also be exposed to high noise levels.

In order to prevent injuries and damage as far as possible, employees must be aware of and comply with the safety rules of the occupational health and safety law that is in the possession of your employer.

Your employer knows your working conditions and is responsible for providing the clothing and materials that are mandatory for your work.

Personal protective equipment for working on airside and in the terminal could be:

- Hearing protection;
- Safety shoes;
- Protection in the event of falling;
- Work gloves;
- High visibility clothing (HVC).

Note: High visibility clothing is compulsory on airside!



Marshaller

10. What to do in case of fire, accidents, incidents and suspicious or unsafe situations

When reporting the following situations, please include the following information:

- What is going on
- Where it is taking place
- The scope or size of the situation
- Who is involved
- How many victims there are
- When the incident occurred
- On which telephone number you can be reached

Fire

- Report the fire immediately by pressing the button on one of the red manual fire alarm boxes or call the emergency number (010 437 1155 or internal: 4371).
- Try to extinguish the fire, but never endanger yourself or others.
- Report to the Airport Authority that you have used an extinguisher or if you have a report of a non-urgent nature (010 446 3450 or internal: 3450).

Accident

- Report the accident immediately, call the emergency number.
- Help people in need, but never put yourself in danger.

Incidents and unsafe situations

- Immediately report the incident or the unsafe situation to the Airport Authority via the phone number (010) 446 3450 or use the 'Report Unsafe situations' report form and send it (anonymously if you prefer) to the Safety & Environment Advisor. (de Adviseur Veiligheid Milieu & Arbo) (<https://www.rotterdamthehagueairport.nl/onderneming/veiligheid-reglementen/veiligheid/>).
- If necessary, the green manual call button can be used to open doors.
- Report suspicious objects or goods to Security or the Airport Authority.

Fluid leakage

- Report the leakage immediately to the Airport Authority.
- Try to restrict the leakage but never put yourself in danger.
- Do not drive or walk through leaked fluid.
- Do not drive a vehicle that is leaking in any way.

Appendices

Appendix 1. Abbreviations and terms

Airport Operations Officer

The person who is responsible for, among other things, supervising order and safety on airside and has a task in the emergency procedure and in taking care of the parking planning.

Airside

The part of RTHA that is not accessible to the public and is used for landing, starting, taxiing, towing, parking and handling of aircraft.

Anti-collisionlight

Red and / or white flashing lights at the bottom, top or rear of an aircraft. When these lights are flashing, the engines can be started, or the aircraft can depart or be towed.

ARBO-wet

Working conditions law.

Limited Visibility Conditions (Beperkt Zicht Omstandigheden) (BZO)

Situation with limited visibility due, for example, to fog.

Protected area

The area designated by the operator for which specific safety and security requirements and access criteria have been set.

BHV

Company emergency services (Bedrijfshulpverlening)

DAR

Demarcated Area Rotterdam The Hague Airport

Duty Manager Operations

The person responsible for safety on airside whilst he/she is on duty.

Duty Manager Security

The person responsible for safety on landside and in the terminal and for the entire security process at the airport while he/she is on duty.

Operator

The company (Rotterdam Airport B.V.) which is ultimately responsible for Safety and Security at the airport.

Foreign Object Damage (FOD)

Damage to aircraft and equipment due to litter which has been left lying around.

Ground Power Unit (GPU)

Mobile power supply for a parked aircraft

Ground Service Equipment (GSE) area

A particular area demarcated by red and white broken lines where handling equipment may be set up.

Airport Authority (Havendienst)

The coordination centre for all airside users. This department of Rotterdam The Hague Airport is responsible for, among other things, enforcing the rules on airside. This includes the Duty Managers Operations and the Airport Operations Officers who are responsible for the daily supervision of airside under the leadership of the Director of Operations and Infrastructure.

HVC

High-Visibility Clothing;

Incident

An occurrence that disrupts security and / or order.

Inspection path

A perimeter road/path around the landing area

Landing site

The part of the airport, with the exception of platforms, intended for take-off, landing and taxiing of aircraft

Airport Pass / Airport Identity Card

A certificate of proof issued by the operator that a person has access to certain areas of the airport.

Accident

Any occurrence in which fatal or serious injury or significant damage has been caused.

OWS

Storm Alert System (Onweers Waarschuwingssysteem)

Peripheral fence

The fence that indicates the boundary between airside and landside.

Platform

The collective name of the part of the airport where aircraft can be parked; in other words the aircraft stands.

Pushback procedure

The procedure that must be followed when pushing back planes from the aircraft stand so that they can then leave under their own power.

Perimeter road (Randweg)

Road located along the platforms.

Runway

Part of the landing area designated for aircraft to move on the ground during take-off and landing.

SRA-CP

Security Restricted Area – Critical Part

Taxiway

Area where aircraft are taxied and towed.

Terminal

The station building of Rotterdam The Hague Airport with arrivals and departure hall, restaurant, panorama terrace and transit hall.

Pedestrian crossing

A crossing specially designed for pedestrians on the ring road.

VOP

Aircraft stand (Vliegtuigopstelplaats).

WAS

Work permit administration system.

Appendix 2. Markings on airside

Fire extinguisher

The position of fire extinguishers is indicated by a red circle on the ground. Fire extinguishers are on airside at various locations, among others on the main platform next to each light mast. Fire extinguishers should always be returned to the indicated location after use.

Wide red clearance line

An uninterrupted red line of 60 cm wide indicating the boundary between the platform and the aircraft lanes. This line may only be exceeded if you have permission from the Airport Authority. The crossing of the 60 cm wide red clearance line is also possible at the locations where a crossing is located.

Ground Service Equipment (GSE) Set-up space opstelvak

An area demarcated by a broken red / white line for the preparation of ground handling equipment.

Fire Hydrants

Hydrants are located at various locations on and around the platform. The position of the hydrant is indicated by a yellow triangle and the letters 'BRK' and should always be kept clear.

Parking ban

A white cross with the letters NP

No stopping

A yellow cross.

Aircraft handling area

An area demarcated by 20 cm wide red lines for the preparation and handling of aircraft.

Aircraft route line / Vliegtuiginrijlijn

A solid yellow line indicating the route of an aircraft (to an aircraft stand or to the runway).

Footpaths

A path marked with green lines that may only be used by pedestrians and must remain free at all times.