



# Safety and Security Manual

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## **Colophon**

Safety and Security Manual

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# Safety and Security Manual

## Revision tabel

All changes in this document are indicated by a black margin on the left side of the title and/or text. Below, the changes in the document are made visible by version number and date.

Date	Version	Changes
01-06-2022	1.2	<ul style="list-style-type: none"><li>• 2.4.5 Closing doors and hatches (New)</li><li>• 2.5.3 Undermining and other criminal activities (New)</li><li>• 2.5.4 Cybersecurity (New)</li><li>• 'Personal Protective Equipment' switched location from chapter 8 to chapter 3.</li></ul>
01-09-2024	1.3	<ul style="list-style-type: none"><li>• Total review of the document and translation check.</li><li>• <a href="#">1.5 Safety &amp; Security Awareness instruction program</a> (Adjusted)</li><li>• <a href="#">2.4.6 Airport fences</a> (New)</li><li>• <a href="#">2.5.3 How to handle Suspicious or Dangerous Situations</a> (New flowchart added)</li><li>• <a href="#">3.3 Traffic regulations</a> (Adjusted)</li><li>• <a href="#">3.4.1 Personal Protective Equipment</a> (Adjusted)</li><li>• <a href="#">3.6 Aircraft Stands</a> (Adjusted)</li><li>• <a href="#">3.6.1 Upon aircraft arrival</a> (Adjusted)</li><li>• <a href="#">3.6.3 When the aircraft departs</a> (Adjusted)</li><li>• <a href="#">3.6.5 Storm and thunder/lightning forecast</a> (Adjusted)</li><li>• <a href="#">Glossary</a> (Adjusted)</li></ul>

# Index

Revision tabel	3
Index	4
<b>Chapter 1</b>	
<b>PREFACE</b>	<b>7</b>
1.1 Reason for this manual	7
1.2 Who is this manual intended for?	7
1.3 Use of the manual	7
1.4 Safety & security	7
1.5 Safety & security awareness instruction program	7
<b>Chapter 2</b>	
<b>SECURITY</b>	<b>8</b>
2.1 Preface	8
2.2 Security at Eindhoven Airport	8
2.3 Working in restricted and public areas	8
2.3.1 Eindhoven Airport pass and access to restricted areas	9
2.3.2 Eindhoven Airport pass strictly personal	9
2.3.3 Use of the Airport ID Card	9
2.4 Check for prohibited articles	10
2.4.1 Vehicle check	10
2.4.2 Passenger, staff and crew screening	11
2.4.3 Screening of goods	11
2.4.4 Check at the boarding gate	12
2.4.5 Closing aircraft doors and hatches	12
2.4.6 Airport fences	12
2.4 Your contribution to security at Eindhoven Airport	13
2.5.1 Eindhoven Airport Ten Commandments	13
2.5.2 Unattended baggage	14
2.5.3 How to handle Suspicious or Dangerous Situations	14
2.5.4 Subversion and other criminal activities	15
2.5.5 Cybersecurity	15
<b>Chapter 3</b>	
<b>SAFETY AIRSIDE</b>	<b>16</b>
3.1 Preface	16
3.2 Rules of conduct	16
3.3 Traffic regulations	18
3.3.1 Priority Order on Airside	18
3.3.2 special rules for vehicle drivers	19
3.4 Safety rules according to the Occupational Health and Safety Act	19
3.4.1 Personal Protective Equipment (PPE)	20
3.5 Positioning handling equipment	21
3.6 Aircraft Stands	22
3.6.1 Upon aircraft arrival	23
3.6.2 During aircraft fuelling	23

3.6.3	When the aircraft departs	23
3.6.4	Winter conditions	24
3.6.5	Storm and thunder/lightning forecast	25
<b>Chapter 4</b>		
	<b>MARKINGS</b>	<b>26</b>
<b>4.1</b>	<b>AIRSIDE MARKINGS</b>	<b>26</b>
4.1.1	Red clearance line	26
4.1.2	Aircraft clearance line	26
4.1.3	Aircraft stand	27
4.1.4	Aircraft lead-in line	27
4.1.5	Towing line	27
4.1.6	Aircraft service area	28
4.1.7	Stop line	28
4.1.8	Anti-collision light(s)	28
4.1.9	Crossing	29
4.1.10	Fire extinguisher	29
4.1.11	Pedestrian crossing place	29
4.1.12	Stop security line	30
4.1.13	DAR (Demarcated area)	30
<b>Chapter 5</b>		
	<b>SAFETY REGULATIONS TERMINAL</b>	<b>31</b>
<b>5.1</b>	<b>Preface</b>	<b>31</b>
<b>5.2</b>	<b>General rules</b>	<b>31</b>
<b>5.3</b>	<b>Prohibited activities</b>	<b>31</b>
<b>5.4</b>	<b>Company Emergency Response and Alarm Procedure</b>	<b>32</b>
<b>5.5</b>	<b>Fire hazards</b>	<b>32</b>
<b>5.7</b>	<b>Renters and/or Users of Spaces</b>	<b>33</b>
<b>Chapter 6</b>		
	<b>WHAT TO DO</b>	<b>34</b>
<b>6.1</b>	<b>Fire</b>	<b>34</b>
<b>6.2</b>	<b>Accident</b>	<b>34</b>
<b>6.3</b>	<b>Evacuation</b>	<b>34</b>
<b>6.4</b>	<b>Equipment failures and damage in the terminal</b>	<b>34</b>
<b>6.5</b>	<b>Incidents and unsafe situations</b>	<b>35</b>
<b>6.6</b>	<b>Fuel and oil spills</b>	<b>35</b>
<b>6.7</b>	<b>Bomb threat, Bomb Attack or Armed Assault</b>	<b>36</b>
<b>Chapter 7</b>		
	<b>SANCTIONS</b>	<b>37</b>
<b>7.1</b>	<b>For all violations</b>	<b>37</b>
<b>7.2</b>	<b>For your third violation and/or warning (within one year)</b>	<b>37</b>
<b>7.3</b>	<b>Who imposes the sanctions?</b>	<b>37</b>
<b>7.4</b>	<b>Examples of serious violations</b>	<b>38</b>
<b>Chapter 8</b>		
	<b>ADDITIONAL INFORMATION</b>	<b>39</b>
<b>8.1</b>	<b>Fire hazard</b>	<b>39</b>
<b>8.2</b>	<b>FOD and waste</b>	<b>39</b>

<b>8.3</b>	<b>Birds</b>	<b>39</b>
<b>8.4</b>	<b>Aircraft Refueling</b>	<b>39</b>
<b>8.5</b>	<b>Aircraft Engine Power</b>	<b>40</b>
<b>8.6</b>	<b>Pedestrian Policy</b>	<b>40</b>
<b>8.7</b>	<b>Aircraft Start-up Ban</b>	<b>40</b>
<b>8.9</b>	<b>Questions or remarks</b>	<b>40</b>
<b>Chapter 9</b>		
<b>Glossary</b>		<b>41</b>



# PREFACE

## 1.1 Reason for this manual

Eindhoven Airport is required to provide the facilities necessary for the proper handling of air traffic and the associated passenger and cargo transport at the airport. These rules, regulations, and procedures are derived, among other things, from laws and regulations related to civil aviation safety and security, fire safety, and working conditions. To fulfill this obligation, Eindhoven Airport has created this handbook with rules that everyone at the airport must adhere to.

## 1.2 Who is this manual intended for?

This manual contains rules for everyone working at Eindhoven Airport.

## 1.3 Use of the manual

This handbook does not replace or alter any rules described elsewhere or any agreements made. You can use this handbook as a reference in daily practice and to prepare for the various tests.

## 1.4 Safety & security

Your employer must ensure that on your first day working at Eindhoven Airport, you are well-informed about important safety and security rules. This includes emergency exits and procedures, emergency contact numbers, locations of fire extinguishing systems, staff access points, and security checks.

## 1.5 Safety & security awareness instruction program

To obtain an airport ID card, you and your employer must meet the badge requirements. These requirements include, among other things, that if you will be working in a restricted area, you must complete a security awareness training and pass the security test. The security awareness training (e-learning) can be found on the Eindhoven Airport website under the 'Badgecenter' tab.

Please note: You can only log in to the e-learning after you have scheduled an appointment via the online calendar of the Badgecenter.

If you also need access to perimeter roads and/or the platforms, you must also pass the safety test. These tests include several questions about the regulations, rules, and the reasons behind them. To prepare well for the tests, we recommend reviewing this safety & security handbook.



# SECURITY

## 2.1 Preface

Eindhoven Airport strives to create a safe environment for everyone. As a passenger or staff member, you will be checked at various locations. For example, when passing through the staff entrance in the terminal, checks are conducted to ensure you are not carrying any dangerous or prohibited items. Everyone must undergo this check. All items you wish to bring, such as hand luggage, checked baggage, or tools, will also be inspected. If you need to bring a vehicle onto the platform, you must remove all personal belongings from the vehicle and present them at the security checkpoint.

## 2.2 Security at Eindhoven Airport

Why all these security measures at Eindhoven Airport? In the past, various attacks and hijackings have occurred at airports and on airplanes. Eindhoven Airport takes every precaution to prevent such incidents. Additionally, we know that airports are sometimes used for criminal activities, which we obviously want to prevent. Besides the fact that Eindhoven Airport considers a safe environment to be important, the security measures are also mandated by Dutch and international governments. These governments regularly inspect Eindhoven Airport. The Security Awareness training program is one of the aspects required by the government.

## 2.3 Working in restricted and public areas

At Eindhoven Airport, we distinguish between restricted and public areas. The public area is accessible to everyone: passengers, visitors, staff, and day-trippers.

The restricted area is only accessible to those who need to be there for work or travel. There are only a limited number of entrances to the restricted area, and these are continuously monitored by security personnel, electronic doors, fences, and cameras.

The restricted areas at Eindhoven Airport include:

- The platform and perimeter roads: the area where aircraft are handled.
- The “clean area” of the terminal: the part of the terminal between the security check and the gate. This area is called the clean area because all persons, baggage, and goods have been screened for dangerous and prohibited items.
- The baggage handling area: the section where luggage is sorted and checked to be sent to the correct aircraft.
- The Demarcated Area: primarily, but not exclusively, designated for small business traffic from General Aviation.



### 2.3.1 Eindhoven Airport pass and access to restricted areas

The number of people who have access to restricted areas is kept to a minimum. Only individuals who work regularly in restricted areas and meet the legal and Eindhoven Airport requirements are issued an airport ID card. The colour and letter coding on the card indicate which areas it grants access to, as shown in the overview below:

Access to restricted areas of the terminal

Access to airside

Access to restricted areas of the terminal, airside and demarcated area

The card may also include letters:

- B stands for baggage hall;
- P stands for platform + perimeter roads;
- D stands for day pass;
- CU stands for '*Controle Uitgezonderd*' (Control Exempt), a special authorization for certain government agencies exempt from security screening.

There are also visitor passes. These passes do not have a photo and, like airport ID cards, must always be worn visibly. Visitors with these passes must always be personally accompanied by an Eindhoven Airport cardholder with a permanent airport ID card. The visitor then has access to the same areas as their escort.

### 2.3.2 Eindhoven Airport pass strictly personal

The airport ID card is a strictly personal access pass. Only the person named on the card is authorized to use it.

- Never lend your card to anyone else.
- Do not grant access to individuals who do not have a valid airport ID card.
- Do not use the card outside of working hours or for personal purposes: for example, it is prohibited to use your airport ID card for sending off or picking up family/friends.
- Do not use the parking facilities outside of working hours (unless you have explicit permission for this).

**Employers must ensure that their employees have an airport ID card for the areas where they need to perform their duties.**

In the event of misuse, the airport ID card can be immediately confiscated and blocked by the Operations department of Eindhoven Airport, without providing reasons.

### 2.3.3 Use of the Airport ID Card

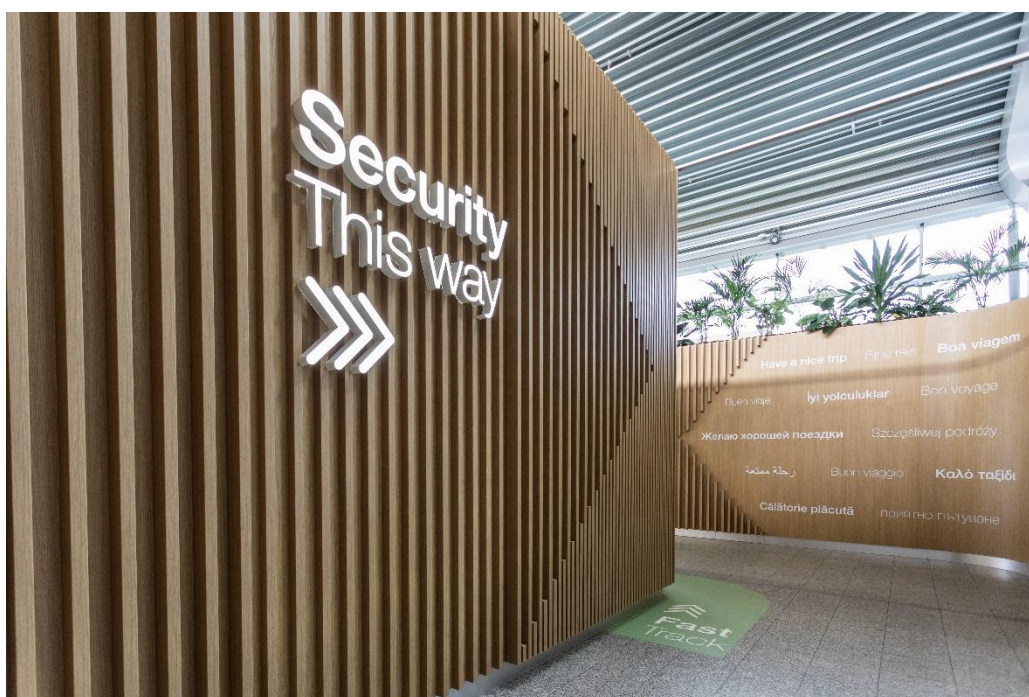
All ID card holders are required to wear their cards visibly in restricted areas. If someone is not doing this, please address the issue with them. This ensures continuous monitoring to prevent unauthorized individuals from being in restricted areas.

## 2.4 Check for prohibited articles

Passengers, staff, baggage, goods, and vehicles entering restricted areas at Eindhoven Airport are checked for prohibited items. The goal of these checks is to prevent prohibited items from entering restricted areas and potentially being brought on board an aircraft, thereby preventing terrorist attacks such as hijackings, sabotage, or bombings.

Examples of such prohibited items include:

- Sharp weapons: Knife, dagger, saber, sword, samurai sword, etc.
- Firearms: Pistol, hunting rifle, machine gun, etc.
- Chemical weapons: Nerve gas, tear gas, choking agents, etc.
- Sharp objects: Pocket knife, compass, chisel, hammer, etc.
- Non-sharp objects: Baseball bat, crossbow, etc.



### 2.4.1 Vehicle check

If you wish to access the platform at Eindhoven Airport with a vehicle, request this well in advance (at least 24 hours) through Traction Guest / Operations Department. Clearly state the reason for needing a vehicle on the platform. Access to the platform is through the Main Gatehouse ('Hoofddoorlaatpost' in Dutch). The security personnel at the Main Gatehouse will inspect the vehicle and all occupants to ensure they have the correct access permits and are not carrying any prohibited items. Remove all personal belongings from the vehicle and present them at the security checkpoint.

## 2.4.2 Passenger, staff and crew screening

Passengers, staff, and crew are required to undergo screening through a metal detector gate or security scanner.

### **Metal Detector Gate**

The metal detector gate is only applicable to staff and crew. Before you pass through the security scanner, you must place all metal objects in a tray with your hand luggage. This includes items like your belt, keys, and watch. Don't forget your phone or shoes with many buckles.

### **Security Scanner**

The security scanner uses millimeter-wave technology. The waves penetrate clothing and are reflected by the skin. They also reflect off other materials such as plastic, metal, wood, iron, and ceramic. This allows for the detection of suspicious items. Before you enter the security scanner, you must remove your hoodie, jacket, or sweater and spread your arms. Additionally, remove any shoes that cover or go above the ankle. All items in your pockets must be placed in the bin with hand baggage.

### **Alarm**

If the security scanner or metal detector gate sets off an alarm, you will need to be frisked by security personnel.

### **Health Risks**

The security scanner does not pose a health risk. Unlike certain medical scanners, it does not use X-rays. Everyone, including pregnant women and people with pacemakers, can undergo screening with the security scanner without any health risks.

### **Important**

Strictly follow the instructions of the security personnel.

## 2.4.3 Screening of goods

Passengers, staff, and crew are required to have all carried items (including hand baggage) screened through X-ray equipment or explosive detection devices (CT scans) when entering restricted areas. This screening detects whether the hand baggage/goods contain prohibited items, such as weapons and explosives. Manual inspections may also be conducted.

### **CT Scans**

Eindhoven Airport uses CT scans at the security checkpoints in the terminal. All items in hand baggage can remain inside, including liquids and electronics. Security staff will inform you in advance if you need to remove any items from your bag. However, at the Main Gatehouse, X-ray equipment is still used, so you will need to remove liquids and electronics, such as laptops, from your baggage. For passengers, any liquids they bring must be in containers that do not exceed 100ml.

### **Checked Baggage**

Checked baggage being loaded onto an aircraft is also screened for explosives or other dangerous substances and items. If there is any doubt, the checked baggage will be opened and inspected in the presence of the passenger. After inspection, the checked baggage is monitored in the baggage hold and on the platform until it is loaded onto the aircraft and the hold is closed.

#### **2.4.4 Check at the boarding gate**

The airline or ground handler checks whether the passenger has a boarding pass and if their identity matches the information on the boarding pass before boarding the aircraft. Additionally, the registrations at the gate are compared with those at the check-in counters. For example, if it is found that checked baggage is registered but the passenger does not appear at the gate, the airline or ground handler will remove the baggage from the aircraft. This procedure reduces the risk of a suitcase being intentionally checked in without the passenger boarding, potentially leading to an explosive device being detonated in flight.

#### **2.4.5 Closing aircraft doors and hatches**

The Aviation Act (including Article 37e) stipulates that an airline must ensure that an aircraft is not accessible to unauthorized persons. Various employees perform tasks for the airline, such as technical maintenance, catering, and cleaning.

Anyone working on the aircraft must ensure that no unauthorized individuals can enter. This means you must always ensure that all doors and/or hatches are closed or that ladders are positioned far enough from the aircraft so that it is not possible to access the aircraft from the ground.

Principle: The last person to leave the aircraft is responsible for ensuring it is secured. This may include the need for someone else to reopen the aircraft a few minutes later.

#### **2.4.6 Airport fences**

Various fences create a secure barrier between publicly accessible areas and restricted zones. For example, there are fences between the parking areas and the platform. Never park a vehicle or other equipment too close to these fences. Always maintain a distance of at least 3 meters.

## 2.4 Your contribution to security at Eindhoven Airport

Security is not just the responsibility of the security personnel. We also ask for your contribution to help keep Eindhoven Airport as safe as possible.



### 2.5.1 Eindhoven Airport Ten Commandments

Below are the ten key laws you must follow in your daily work to contribute to security at Eindhoven Airport:

1.	Always wear your airport ID card or visitor pass visibly.
2.	Use your airport ID card only during your work and for the performance of your duties.
3.	If you lose your airport ID card, report it immediately to the Airport Operations department at <b>040-2919 823</b> .
4.	Do not let anyone (other than your own visitor) "piggyback" on your airport ID card to access restricted areas.
5.	Do not bring prohibited items into restricted areas unless you are authorized to do so.
6.	Never leave prohibited items unattended in restricted areas, even if they are needed for your job.
7.	Do not carry gifts or packages for other people through security screening.
8.	Always securely lock all office, operational, or technical rooms and store confidential documents safely in a cabinet.
9.	Do not engage with unknown individuals who inquire about security measures.
10.	Be alert to anything unusual, such as suspicious behaviour from staff or passengers, unattended bags, or damaged fencing

## 2.5.2 Unattended baggage

### **Important: Never touch unattended baggage!**

Everyone working at the airport must be vigilant about 'unattended baggage/items,' whether in the terminal or in parking lots and garages. It is common for someone to accidentally forget their baggage or leave it intentionally due to excess luggage. Unfortunately, baggage could also contain dangerous substances or even explosives and may have been deliberately left in a specific location.

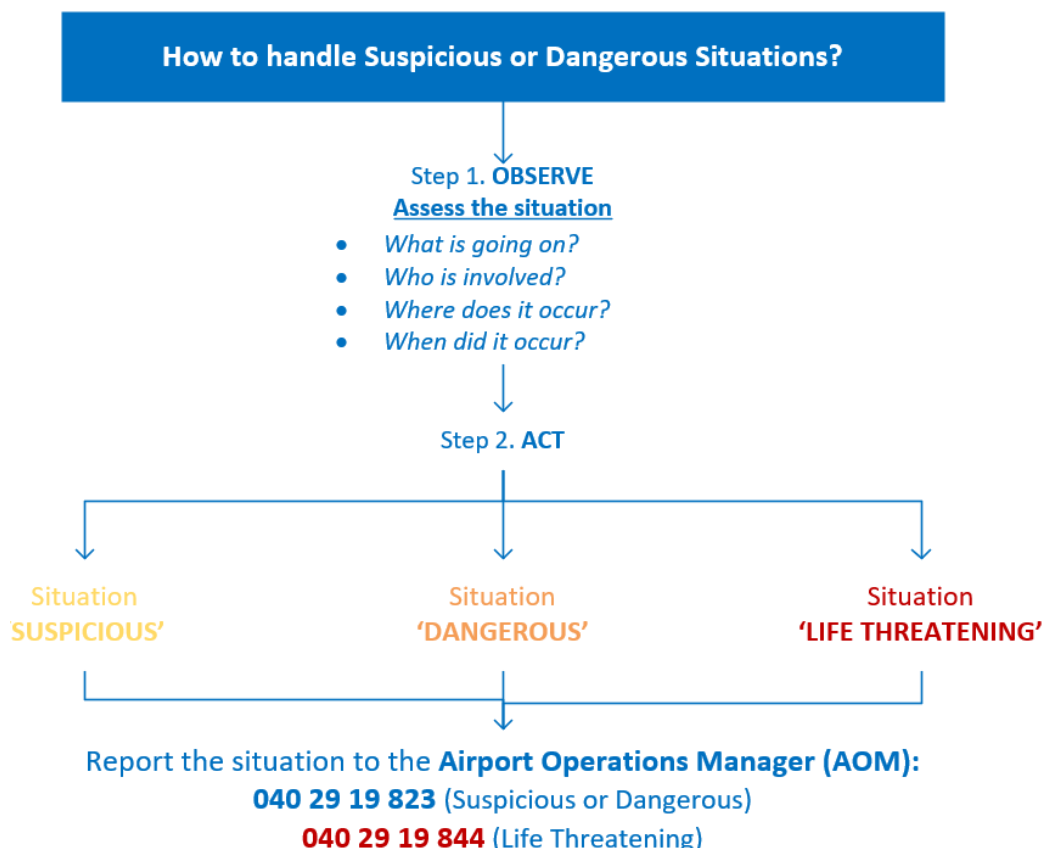
If you see a piece of baggage that appears to be unattended, make inquiries with people within a 10 to 20 meter radius to try to identify the owner. Check the baggage for a baggage tag. If a tag is present, you can find out the owner's name and call them through the information desk.

If, after these actions, the owner and content of the baggage are still unknown, report it to the Eindhoven Airport control room at **040 29 19 841**.

The control room can monitor the area around the unattended baggage using cameras. They will then notify the Airport Operations Manager (AOM) and the Royal Netherlands Marechaussee (KMar).

Once the KMar has declared the unattended baggage safe, it should be handed over to the information desk. Unattended baggage (even if empty) should never be thrown away. Only if it is clearly trash, such as an empty plastic bag, can it be discarded.

## 2.5.3 How to handle Suspicious or Dangerous Situations



## 2.5.4 Subversion and other criminal activities

Sometimes, criminals attempt to exploit our infrastructure, operations, and businesses at Eindhoven Airport. As a key logistical hub and gateway to the Netherlands and Europe, we unfortunately attract criminal elements.

At Eindhoven Airport, we remain vigilant, and your alertness is crucial. To maintain a safe airport, you are expected to report any suspicion or signs of subversion, such as drug or weapon trafficking and other criminal activities, as well as potential radicalization and other forms of insider threats. Subversion refers to criminal activity where an employee with an airport ID card is involved and/or abuses their position or authority.

An insider threat is defined as the risk of criminal activity involving an employee with an airport ID card. What Do We Expect From You? Report any suspicion or signs of subversion, such as drug or weapon trafficking and other criminal activities, to your supervisor, a higher authority, or the Royal Netherlands Marechaussee (KMar). If you are approached or feel pressured in a way that may relate to subversion, report it to your supervisor, a higher authority, or the KMar. Report signs of potential radicalization and other forms of insider threats to your supervisor, a higher authority, or the KMar. For immediate danger, call the Eindhoven Airport emergency number: **040 29 19 844**.

It can be challenging to make a report, especially if you feel unsafe. Fortunately, you can report anonymously. Anonymous reporting to the KMar can be done through the Criminal Intelligence Team (TCI), which is well-versed in airport matters. You can reach them at **030 27 61 216**.

You can also use *'Meld Misdaad Anoniem'* (Dutch for Report Crimes Anonymously), an independent organization that protects your anonymity. Report via telephone at **0800-7000**.

## 2.5.5 Cybersecurity

Eindhoven Airport and its partner companies rely heavily on digital systems for nearly all processes. It is crucial that these systems are available, contain accurate information, and are accessible only to authorized individuals.

Unfortunately, we face a growing threat from cybercrime, which can manifest in various forms such as through smartphones, laptops, phishing emails, or USB drives. At the airport, we must collectively work to prevent cybercrime. Be aware that everyone is exposed to different forms of cybercrime and recognize that you are part of the digital security of all systems at Eindhoven Airport.

### Follow these basic rules:

- **Personal Accounts:** Your accounts are personal; never share your password with anyone, even with your direct colleagues.
- **Password Security:** Never write down your passwords.
- **Device Lock:** Lock your device when not in use, even if it's just for a couple of minutes.
- **Email Caution:** Only open emails, attachments, and links from trusted sources. If in doubt, contact your employer's IT department.
- **Approved Programs:** Use only programs installed or approved by Eindhoven Airport or your employer's IT department.
- **Personal Devices:** Never connect personal devices to Eindhoven Airport's equipment, even for charging purposes.
- **Suspicious Situations:** Be alert to suspicious situations. If you have concerns, report them to your supervisor.



# SAFETY AIRSIDE

## 3.1 Preface

Safety is crucial at an airport. Therefore, rules and regulations have been established for all activities. Everyone working airside must be familiar with and adhere to the applicable rules and regulations.



## 3.2 Rules of conduct

### MANDATORY!

#### General

- Always wear your airport ID card visibly.
- Follow instructions from the Airport Operations Manager (AOM).
- Provide information to the AOM when requested.
- Operate and use company resources according to the prescribed guidelines.
- Secure handling equipment with the brakes to prevent it from blowing away or rolling away.
- Report any oil or fuel leaks immediately to Airport Operations at **040 29 19 823**.

#### Fire Hazard

- Report any fire-hazardous work in advance to Airport Operations at **040 29 19 823**.
- Having a work permit is mandatory; refer to the HSE Standard Eindhoven Airport.

#### Waste and FOD<sup>1</sup>

- Dispose of waste only in designated bins and containers.
- If you see FOD (Foreign Object Debris), remove it.

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<sup>1</sup> FOD = FOREIGN OBJECT DEBRIS – items left on the ground that can cause damage to aircraft e.g. nut and bolts, baggage tags etc.



**General**

- Never block fuel trucks.
- Do not endanger people.
- Do not jeopardize order or safety.
- Do not damage equipment.
- Do not take photos, videos, or film without permission from the Communications Department of Eindhoven Airport.
- Never cross the 60cm wide red clearance line without permission from the AOM.<sup>2</sup>
- Do not place or move barriers without permission from the AOM. Do not enter areas closed off for construction or maintenance work without permission from the AOM.
- In the event of an incident/damage/injury: Moving vehicles and/or altering the situation is not permitted until the DD AOM or a delegate has arrived on-site and has cleared the location.

**Fire Hazard**

- Smoking is only allowed in designated areas, including e-cigarettes. Smoking in vehicles is not permitted.
- Never carry burning materials.
- Avoid interfering with fire detection, fire protection, and fire extinguishing equipment unless necessary.
- Ensure that fire detection, fire protection, and fire extinguishing equipment remain visible. Do not block them with vehicles or other equipment.
- Do not light open fires.
- Do not ignite fireworks.

**Animals**

- It is prohibited to lure or feed animals.

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<sup>2</sup> Exceptions:

Allowed Crossing of the Red Clearance Line for Regular Operations:

- Pushback trucks
- Follow-me vehicles
- Air Traffic Control services
- Airport Operations Manager (AOM)

Allowed Crossing of the Red Clearance Line for Work or Incidents:

- Eindhoven Airport Technical Services
- Airline Ground Engineers
- Contractors with a work permit

## 3.3 Traffic regulations

On the airside, the traffic rules generally follow those of public roads (Regulation Traffic Rules and Traffic Signs 1990). In addition, there are several extra rules specific to the airside area, which are outlined in this section.

### MANDATORY!

- **Crossing Roads:** Use designated crosswalks to cross the roadway.
- **Adhere to Markings:** Always follow the rules related to markings, lane markings, and signs.
- **Priority:** Traffic on the perimeter roads has priority over traffic coming from the platforms.
- **Right of Way:** Vehicles on a roadway (e.g., follow-me vehicles, aircraft tugs) have priority over traffic at a crossing.
- **VOP Contours:** Follow the contours of the Vehicle Operating Procedure (VOP) when crossing to a perimeter road.

When emergency services are using visual and/or audible signals on the perimeter road, roll gates must be closed immediately, and priority must be given to emergency services.

### PROHIBITED!

#### Speed Limits:

- Never drive faster than 30 km/h.
- Within a Vehicle Operating Procedure (VOP) area and the baggage hall, drive no faster than walking pace (approx. 5 km/h).
- Adhere to speed limits indicated by speed signs (e.g., 10 km/h).

#### Vehicle Towing:

- When towing baggage carts, never pull more than 4 baggage carts or 3 container dollies.

#### Parking and Maintenance:

- Never park, clean, or repair vehicles outside designated areas.

#### VOP Crossings:

- Do not cross multiple VOPs simultaneously (only one adjacent VOP can be crossed at a time) – use the perimeter roads.

#### Device Use:

- It is prohibited to hold a phone, radio, tablet, or any other device while driving a vehicle.

### 3.3.1 Priority Order on Airside

1. Starting or Landing Aircraft
2. Emergency Vehicles (police, fire brigade, ambulances) with flashing lights and/or sirens
3. Taxiing Aircraft and accompanying motor vehicles
4. Passengers being escorted on foot to and from aircraft
5. Towed Aircraft
6. Other Vehicles

### 3.3.2 special rules for vehicle drivers

- **Handbrake/Parking Brake:** Always engage the handbrake or parking brake when exiting the vehicle.
- **Doors:** Keep all vehicle doors closed while driving.
- **Engine Shutdown:** Turn off the engine if you will be out of the vehicle for a few minutes or longer.
- **Object Security:** Ensure that no items can fall from the vehicle and that the vehicle does not leak oil, fuel, or other fluids.
- **Towing Authorization:** Do not operate a towing or pushback vehicle without towing authorization.
- **Driver's License:** Operate a vehicle only if you possess a valid driver's license (at least category B). You must also be able to physically show this license.

## 3.4 Safety rules according to the Occupational Health and Safety Act

On the platform, employees from various companies and departments work together. Work is performed at height, with hazardous materials, with machinery, and with various types of moving equipment.

Additionally, you may be exposed to high noise levels. To minimize injury and damage, employees must be aware of and adhere to the safety rules outlined in the Occupational Health and Safety Act.

Your employer is aware of the working conditions and is responsible for providing the appropriate clothing and materials required for your job.

On the platform, personal protective equipment (PPE) may include:

- Hearing protection
- Safety shoes
- Work gloves
- High Visibility Clothing (HVC)

It is important to store these protective items properly when not in use. If you wear a cap while working on the platform (e.g., for sun protection), it must be securely fastened to your clothing. Wearing an unsecured cap is not allowed.

### 3.4.1 Personal Protective Equipment (PPE)

Personal protective equipment is used by individuals performing jobs with associated risks to prevent injury and bodily harm. Using PPE is the most direct way to reduce workplace risks.

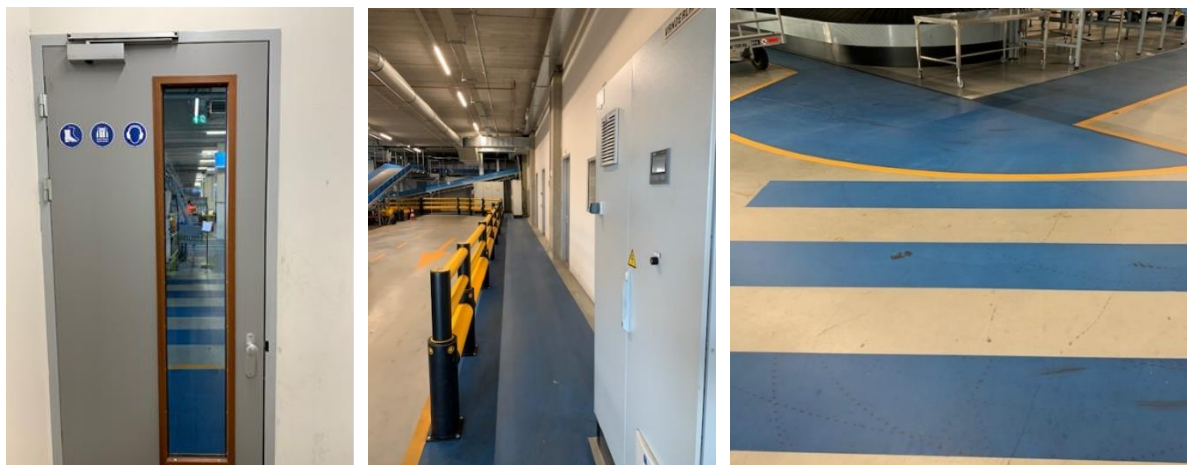
Personal protective equipment often protects only specific parts of the body, such as eyes, ears, breathing, hands, or feet. They are designed to address specific hazards, such as contact, puncture, high noise levels, toxic substances, etc. PPE should not introduce new hazards, such as limited mobility or restricted visibility.



Eindhoven Airport has various locations where wearing certain PPE is mandatory for performing work. A PPE requirement may also apply to an area being accessed (for example, wearing a high visibility vest on airside and landside).

In the baggage hall, hearing protection, vests, and safety shoes are required for carrying out work. An exception applies when using the blue walkways to the HBS office (security).

During a brief tour for invited guests, safety shoes are not mandatory, but they must remain exclusively on the blue walkways.



Not all locations where PPE is mandatory are described in this manual. Consult with your supervisor regarding the use of PPE in your work area.



## 3.6 Aircraft Stands

Position	Name	Type	Layout	Intersection	Specials
VOP1	S1	Pushback	Code C	L1 & L2	
VOP2	S2	Pushback	Code C	L1 & L2	
VOP3	S3	Pushback	Code C	L1 & L2	
VOP4	S4	Pushback	Code C	L1 & L2	
VOP5	S5	Pushback	Code C	L1 & L2	
VOP6	S6	Pushback	Code C	L1 & L2	
VOP7	S7	Pushback	Code C	L1 & L2	
VOP8	S8	Pushback	Code C	L1 & L2	
VOP9	S9	Pushback	Code C	L1 & L2	
	E1*	Pushback	Code E	Only L2	
VOP10	S10	Pushback	Code C	L1 & L2	
VOP11	S11	Pushback	Code C	L1 & L2	
	E2*	Pushback	Code E	Only L2	
VOP12	S12	Pushback	Code C	L1 & L2	
VOP13	S13	Pushback	Code C	L1 & L2	
VOP14	S14	Pushback	Code C	L1 & L2	
GA1	GA1	Power in-out	Code B	L1 & L2	Max wingspan 31 meters
GA2	GA2	Power in-out	Code B	L1 & L2	Max wingspan 22 meters
RA1	RA1	Power in-out	Code B	L1 & L2	Max Wingspan 31 meters

Attention points for using 'E positions':

- If E1 is in use, S8 and S9 cannot be used.
- If E2 is in use, S11 and S12 cannot be used.
- Aircraft larger than Code C may only use intersection Lima 2.
- When using an E position, the rear service road may be partially or fully blocked. In this case, the service road should be (partially) closed off with cones.

If aircraft need to be repositioned for various reasons (such as extreme weather conditions or aircraft smaller than Code C but not conventionally pushed back by a pushback), this must always be discussed with the on-duty AOM.

### 3.6.1 Upon aircraft arrival

#### MANDATORY!

- Wait (with your equipment and vehicles) outside the red marking of the aircraft parking position until the chocks are placed, the engines are turned off, and the anti-collision light is extinguished.

#### PROHIBITED!

- Never enter the aircraft parking position without a valid reason.
- Do not place unnecessary equipment, vehicles, or objects on the aircraft parking position.
- Never obstruct the view between the aircraft and the marshaller.
- Never drive between an arriving aircraft and a marshaller.
- Never drive through the aircraft parking positions when an aircraft is arriving.
- If the marshaller is standing on the perimeter road while marshalling, wait until the marshalling procedure is complete before proceeding.

#### EXCEPTIONS

- Certain individuals are permitted to enter the aircraft parking position before the aircraft engines are turned off. These individuals are: the marshaller and the personnel placing the chocks and connecting the GPU.
- When moving from one aircraft parking position to an adjacent one, you may cross the red clearance line between the two parking positions. There is no need to drive via the perimeter road.

### 3.6.2 During aircraft fuelling

#### PROHIBITED!

- Never block the flight path of a fuel truck.
- Do not unnecessarily stop vehicles within the fueling zone.
- Do not set up, start, connect, or disconnect a GPU.
- Never refuel a GPU.
- Do not use flashlights or electronic flashers.
- Do not use or test electrical equipment such as onboard radios, onboard radar, and navigation equipment.
- Never perform fire-risk activities.

### 3.6.3 When the aircraft departs

#### MANDATORY!

As soon as the anti-collision lights are on:

- Leave the aircraft parking positions.
- Move all equipment not involved in the aircraft's departure outside the red lines.
- Clear all trash, waste, and hazardous materials. BE AWARE OF FOD!
- Leave the aircraft parking position clean.
- Never drive between the VOPs when the aircraft is departing.

#### PROHIBITED!

As soon as the anti-collision lights are on:

- It is prohibited to drive behind the aircraft.
- Do not obstruct the pushback process.

#### EXCEPTIONS:

- An Air Start Unit may remain within the red lines for starting an aircraft engine.
- You may stay within the red lines if you are involved in the engine start procedure. Only the pushback tractor is allowed to approach the aircraft's nose on the aircraft parking position.

### 3.6.4 Winter conditions

To prevent snow and ice from disrupting airport operations, the following additional rules apply during the winter period:

- Do not allow wastewater to spill indiscriminately on the ground and ensure that as little liquid as possible is spilled during water supply.
- Avoid driving over snow-covered areas that have not yet been cleared unless absolutely necessary. This helps prevent snow from sticking to the surface and becoming difficult to remove.
- Ensure adequate lighting and wear high-visibility clothing.
- Adjust your speed according to weather conditions.
- Report hazardous situations to the AOM at **040 29 19 823**.

Operational processes and task descriptions during the winter period are detailed in the Eindhoven Airport snow and ice control manual.





### 3.6.5 Storm and thunder/lightning forecast

When applicable, meteorological services will provide fog, storm, or thunderstorm warnings to the AOM. The AOM will inform the relevant parties and implement the following measures to maintain order and safety, prevent personal injury, and protect Eindhoven Airport property and third-party assets.

Phases:

- a. Pre-warning;
- b. Announcement of storm/thunderstorm measures;
- c. De-escalation.

In case of a thunderstorm warning:

- All employees must be promptly informed about the approaching thunderstorm and/or storm.
- For the safety of all employees and passengers, **a total handling ban** will be in effect at Eindhoven Airport during thunderstorms. This ban applies to the entire civil platform.

**The handling ban** will be announced by the AOM if thunderstorms occur within a 3NM (5Km) radius above Eindhoven Airport or if electrical discharges are observed.

- **During a handling ban:**
  - No activities are allowed on or around a VOP (aircraft parking position).
  - Wheel chocks may not be placed after the aircraft's arrival.
  - Refueling will be halted.
  - The platform is closed to everyone during a thunderstorm warning, although aircraft activities can continue as usual.
  - Instructions from the AOM must be followed immediately.

Thunderstorm Visibility Warnings on the Platform:

**Orange** lights on = Pre-warning.

**Red** lights on = Thunderstorm warning.

#### Warnings for fog (Low Visibility Procedures):

To ensure airside operations are as safe as possible during fog or reduced visibility due to weather conditions, various procedures are established. When visibility drops below a certain threshold, it is referred to as Low Visibility.

When a Low Visibility procedure is in effect, the AOM maintains close contact with the air traffic control tower and meteorological services. The AOM will continuously inform all relevant parties at the airport.





# MARKINGS

## 4.1 AIRSIDE MARKINGS

### 4.1.1 Red clearance line

A 60 cm wide solid red line. This line indicates the boundary between the apron and taxiways.



### 4.1.2 Aircraft clearance line

A solid red line 20 cm wide. This line is used to guarantee aircrafts enough clearance when driving into and out of a stand.



### 4.1.3 Aircraft stand

An area on the apron cordoned off by red lines. The stand is marked by a letter & serial number e.g. S12.



### 4.1.4 Aircraft lead-in line

A solid yellow or a black & yellow line marking the route for aircraft taxiing to a stand.



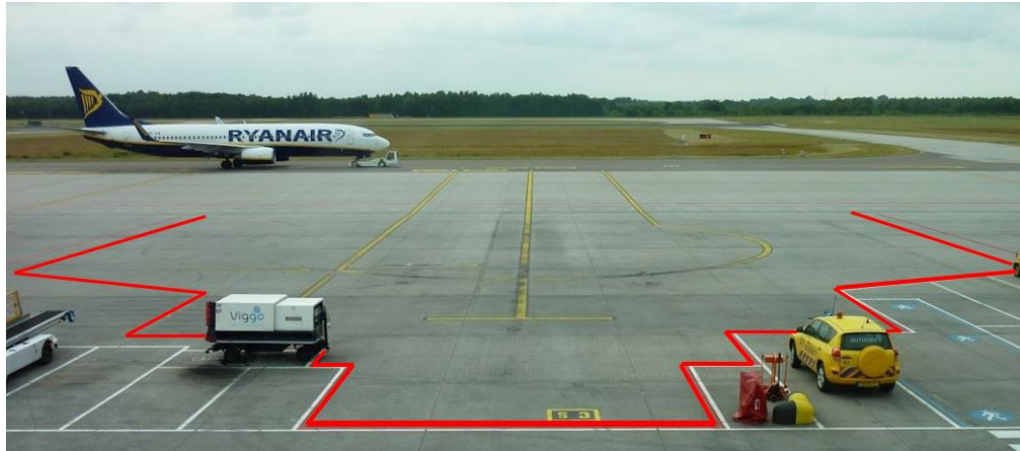
### 4.1.5 Towing line

A 20 cm wide broken white line. This line is always preceded by the text 'TOWING ONLY'. This line is used to indicate that aircrafts may only be towed here with the engine completely turned off.



#### 4.1.6 Aircraft service area

An area cordoned off by red lines where an aircraft stands when being serviced.



#### 4.1.7 Stop line

Line where the nose wheel of an aircraft should be parked.



#### 4.1.8 Anti-collision light(s)

Red flashing lights under and/or on top an aircraft.



#### 4.1.9 Crossing

Crossing of a taxiway with a peripheral road or apron indicated by means of a white blocked line and a stop line with the word 'stop' on it.



#### 4.1.10 Fire extinguisher

The location of a fire extinguisher indicated by a red circle.



#### 4.1.11 Pedestrian crossing place

A section of a perimeter road marked with a zebra crossing is cordoned off with a roll gate during passenger boarding and deboarding to ensure passenger safety. The roll gate must be closed immediately once no more passengers are boarding or deboarding. This ensures that traffic on the front perimeter road is not unnecessarily obstructed.



#### 4.1.12 Stop security line

The borderline crossing to the SRA-CP is marked by a 'STOP SECURITY LINE'. A security check is mandatory before entering the SRA-CP, so STOP before crossing this line and contact airport security.



#### 4.1.13 DAR (Demarcated area)

The Demarcated Area perimeter is defined by a "DEMARCATED AREA" sign and a " STOP SECURITY LINE". Persons and vehicles may only proceed from the SRA-CP (Security restricted area – critical part) to the DAR (or vice versa) under supervision of airport security.





# SAFETY REGULATIONS TERMINAL

## 5.1 Preface

Safety is crucial at an airport. Therefore, rules and regulations have been established for all activities. Everyone working in the terminal must be familiar with and adhere to the applicable rules and regulations. Additionally, there are general rules that apply to all users, including visitors, of Eindhoven Airport. The house rules can be found at:

<https://www.eindhovenairport.nl/en/security-0>

## 5.2 General rules

### MANDATORY!

- Always follow instructions given by or on behalf of the Airport Operations Manager (AOM).
- Conduct yourself on the airport premises in such a way that you do not disturb other airport users. Misconduct includes, but is not limited to:
  - Harassing individuals,
  - Fighting,
  - Participating in gatherings,
  - Unnecessarily intruding,
  - Engaging in provocative behaviour that could lead to disorder.

### PROHIBITED!

- You are not permitted to be under the influence of alcohol or drugs during your work. This also applies to medications that may impair your abilities and affect safety.
- Smoking is only allowed in designated and specially equipped areas.
- Do not enter the airport premises or any part thereof at times when it is known to be closed or inaccessible.
- In the event of an incident/damage/injury: Moving vehicles and/or altering the situation is not permitted until the DD AOM or a delegate has arrived on-site and has cleared the location.

## 5.3 Prohibited activities

- Panhandling on the airport premises.
- Lying down or sleeping in the public areas of the airport.
- Misusing facilities.
- Bringing animals and/or substances, objects that cause or could cause nuisance, danger, contamination, disorder, or damage.

- Roller-skating, skateboarding, using scooters, or bicycles in the public areas of the terminal.

**FURTHERMORE, THE FOLLOWING IS FORBIDDEN (WITHOUT WRITTEN CONSENT FROM MANAGEMENT):**

- Installing or allowing the installation of advertising boards, posters, or any other form of advertisement, or conducting any form of propaganda.
- Distributing or allowing the distribution of pamphlets.
- Engaging in commercial activities.
- Making audiovisual recordings, except for personal use. Unless explicitly prohibited in specific locations and clearly indicated.
- Actively and/or passively offering unsolicited taxi services.
- Holding collections.

## 5.4 Company Emergency Response and Alarm Procedure

**MANDATORY!**

In accordance with regulations regarding Company Emergency Response (BHV) and the alarm procedure, all companies operating within the terminal are required to cooperate. Eindhoven Airport coordinates this cooperation as well as the actual response in case of an emergency or incident.

The Company Emergency Response and its deployment are outlined in the Eindhoven Airport Emergency Plan.

For everyone working at Eindhoven Airport, it is crucial to be aware of the emergency phone number: **040 29 19 844**. This number is answered by the Chief BHV Coordinator (or Operations staff), who is responsible for coordinating the BHV response during emergencies.

## 5.5 Fire hazards

**MANDATORY!**

- Follow emergency measures as directed by the fire department, especially when fire detection or alarm systems and sprinkler installations are turned off or malfunctioning.
- Report all fire hazard activities (as per work permit) in advance to AOM at **040-2919 823**.
- Keep escape routes and emergency exits clear of obstacles.
- Ensure fire extinguishers are always operational and accessible.
- Store hazardous materials only in designated or approved areas and only with permission from Eindhoven Airport Technical Service. In the absence of the Technical Service, permission can be obtained from Eindhoven Airport Operations.

**PROHIBITED!**

- Never block ventilation openings.
- Do not create open flames (including candles and fireworks).
- Do not obstruct the closing of automatic fire doors, smoke doors, fire-resistant roll-up doors, and emergency exits. For example, do not place trash bins to keep a door open.
- Do not perform welding, grinding, and cutting work or other activities without an approved work permit.



- Do not misuse fire safety equipment, such as emergency push-buttons, fire extinguishers, and fire hose reels.
- Do not hang objects under or on sprinklers.
- Never paint or camouflage sprinkler heads.
- Do not use water near exposed pipes and electrical outlets.

## 5.7 Renters and/or Users of Spaces

### MANDATORY!

- Use the space only for the purpose and in the manner described in the rental contract.
- Comply with the obligation to report objects, (hazardous) materials, and installations in rented spaces to the manager.
- Observe the permitted fire and floor loads.
- Ensure that fire extinguishers are always accessible.
- In warehouses, maintain a minimum space of 1 meter between the sprinkler system and the goods, shelves, and cabinets below it; in other rooms, maintain a minimum space of 0.5 meters.
- As a renter, you are responsible for the disposal of waste and other excess items.
- Keep escape routes clear and prevent fire hazards caused by litter.
- Dispose of waste only in designated areas.

### PROHIBITED!

- Subletting is not allowed without prior written permission from Eindhoven Airport.
- Never leave waste or excess items in corridors and other common areas.



# WHAT TO DO

## 6.1 Fire

1. Call the AOM at the emergency number: **040 29 19 844** or report via the radio.
2. If you have a BHV skill, grab a vest, fire extinguishers, first aid kit, AED, etc., and go to the scene.
3. Attempt to extinguish the initial fire.
4. Once the fire brigade arrives, hand over control.
5. Inform the AOM about the situation.
6. If an evacuation is ordered, start the evacuation process.
7. Wait with evacuated persons at the assembly point.
8. Inform the AOM about the situation.
9. Carry out any follow-up actions.

## 6.2 Accident

1. Call the AOM at the emergency number: **040 29 19 844** or report via the radio.
2. If you have BHV training, grab a vest and go to the scene with a first aid kit, AED, and other BHV supplies.
3. Provide first aid.
4. Once an ambulance arrives, hand over control.
5. Inform the AOM about the situation.
6. Carry out any follow-up actions.
7. Do not move vehicles or alter the situation until the DD AOM or a delegate has arrived on-site and has cleared the location.

## 6.3 Evacuation

Evacuation instruction:

1. Turn off electrical devices and close doors in rooms where no personnel are present.
2. During evacuation, leave the building immediately via the indicated escape routes (take necessary documents/materials if it does not endanger your or others' safety!).
3. Follow the instructions of the BHV officer.
4. Ensure any visitors, with you as a guide, leave the building.
5. Proceed to the assembly point (follow the BHV officer's instructions).
6. Stay at the assembly point until further instructions are given.

## 6.4 Equipment failures and damage in the terminal

- Report malfunctions and damage in the terminal immediately to the AOM at **040 29 19 823**.

- Always prioritize your own safety. If your safety is at risk, leave the scene of the incident immediately.

## 6.5 Incidents and unsafe situations

- Report incidents or unsafe situations immediately to the AOM at **040 29 19 823**.
- Report any suspicious objects or goods to the AOM as well.

## 6.6 Fuel and oil spills

- Report the leakage immediately to the AOM at **040 29 19 823**.
- Attempt to contain the leakage but do not put yourself at risk.
- Avoid walking or driving through spilled liquids.

## 6.7 Bomb threat, Bomb Attack or Armed Assault

### Bomdreiging



Ziet u een verdacht pakketje of een vreemde situatie? Blijf dan uit de buurt.



Waarschuw mensen om u heen.



Bel 020-6037745.  
Alarmeer vervolgens d.d. AOM.



Volg de instructies op van de hulpverleners en overheid.

### (Bom)aanslag



Ga zo snel mogelijk weg van de ramplek.



Bescherm uzelf tegen rondvliegend materiaal.



Ga zo snel mogelijk naar een open plek.



Ga niet in groepen staan.  
Er kan nog een bom ontploffen.



Volg de instructies op van de hulpverleners en overheid.

### Aanslag met vuurwapens



Ga weg als dat veilig kan.  
Stel uzelf niet onnodig bloot aan gevaar.



Kunt u niet weg? Ga op de grond liggen of zoek dekking achter muren of stevige obstakels.



Blijf weg bij deuren en ramen.



Bel 020-603 7745. Schakel geluid en trillen van uw mobiele telefoon uit, zodat de schutter u niet kan horen.



Volg de instructies op van de hulpverleners en overheid.



Blijf rustig en denk na voordat u iets doet. Help anderen als dat kan.



Bel of sms kort om te laten weten dat u veilig bent. Voorkom dat netwerken overbelast raken.



Heeft u een beschrijving van daders, auto of andere informatie? Bel dan 020-6037745.



# SANCTIONS

Without rules, dangerous situations could quickly arise at the airport. Therefore, there are sanctions for violations of the rules.

## 7.1 For all violations

- **Warning:** You will receive a verbal or written warning from the AOM at Eindhoven Airport.
- **Notification to Employer:** In the case of a written warning, your employer will receive a copy of the warning within five working days.
- **Preventive Measures:** Your employer must take measures to prevent recurrence and inform the airport about these measures.
- **Registration:** Your violation will be recorded for one year.

## 7.2 For your third violation and/or warning (within one year)

- **Access Blocked:** Your airport ID card will be blocked for at least two weeks. This means you will not be allowed to enter restricted areas during this period. Both you and your employer will receive written confirmation of this.
- **Severe Violations:** In cases of serious violations, the AOM may, depending on the situation, immediately confiscate your airport ID card. You will then need to report to the AOM with your supervisor. Depending on the severity of the violation, your access to restricted areas may be revoked.
- **Sanctioning Committee:** You may be (possibly with your employer) invited for a meeting with the Sanctioning Committee. The Sanctioning Committee consists of the Safety Manager (SAM) and the Head of Airport Operations & Security (HAOS). The Committee will determine the final period during which you will be banned from secure areas.
- **Vehicle Removal:** If vehicles do not meet the specified requirements or are present in air-side areas outside the agreed period or location, they may be removed by Eindhoven Airport at the owner's/driver's expense.

## 7.3 Who imposes the sanctions?

At Eindhoven Airport, safety oversight is maintained by the Operations department. The AOM is responsible for sanctioning on behalf of the airport. Operations staff at Eindhoven Airport can be recognized by their yellow vests or yellow jackets with the EA logo.

## 7.4 Examples of serious violations

Serious violations include, but are not limited to:

- **Smoking:** Smoking in the terminal, in the baggage areas on airside. Note: The use of electronic cigarettes in these areas is also prohibited.
- **Unauthorized Use:** Unauthorized use of towing, field, or other authorities.
- **Deliberate Pollution:** Intentionally causing pollution.
- **Substance Use:** Using or being under the influence of alcohol and/or narcotics.
- **Gross Negligence:** Gross negligence or carelessness.
- **Safety Risks:** Seriously endangering safety.
- **Unsafe Tools:** Leaving dangerous tools or equipment unattended.
- **Blocking Escape Routes:** Blocking escape routes and obscuring escape route signage.
- **Tampering with Fire Safety:** Tampering with or making fire extinguishers or other safety equipment inaccessible.
- **Ignoring Anti-Collision Lights:** Ignoring anti-collision lights on an aircraft.
- **Unattended Aircraft:** Leaving an aircraft that is not completely secured unattended.
- **Unauthorized Access:** Entering the platform, restricted areas or clean area without authorization.



# ADDITIONAL INFORMATION

## 8.1 Fire hazard

Fire at Eindhoven Airport can have serious consequences. Therefore, all risks must be avoided. One major risk is the flammability of jet fuel vapors. These vapors linger around aircraft and are extremely flammable. For this reason, smoking on airside (except in designated areas) is strictly prohibited. If you need to carry out any fire-risk activities, report them in advance to the AOM at **040 29 19 823**.

## 8.2 FOD and waste

Covering plastics, cardboard boxes, trash bags, coffee cups, etc., are examples of litter that should not be present on the platform. In aviation, this is known as Foreign Object Debris (FOD). FOD can lead to serious accidents and significant damage. Litter does not belong on the platforms but in the trash bins.

### SEEING FOD IS CLEANING FOD!

To prevent FOD, follow these simple rules:

- Always dispose of waste properly in containers or trash bins.
- Close the lids of waste containers.
- Ensure that your handling equipment and waste cannot be blown away.
- Always cover open truck beds with a net.
- In summary: Clean up waste and securely close waste bins and containers!

## 8.3 Birds

Bird flocks at runways pose a risk to aircraft. They can, for example, end up in aircraft engines, leading to enormous hazards and costs. Birds are therefore not welcome at Eindhoven Airport. Avoid doing anything that attracts birds. Do not throw leftover food on the ground but dispose of it in the bins. Also, ensure that birds do not have the opportunity to tear open trash bags.

## 8.4 Aircraft Refueling

Refueling aircraft can present significant risks. These risks can be minimized by working safely. It is crucial for everyone on the platform to adhere to the rules. Ensure that the refueling service can operate without obstruction, especially in the refueling zone. The refueling zone is an area within 3 meters of refueling vehicles, connections, and vent openings.

## 8.5 Aircraft Engine Power

Running aircraft engines can create strong vortices due to the enormous thrust and suction forces. You can be blown off your feet, containers and pallets can move spontaneously, and various types of waste can be sucked into the engines. Vehicles can also be blown away. Therefore, always set your vehicle's handbrake or parking brake when you exit. Take this into account when working near an aircraft engine. Work at a safe distance and do not leave objects or equipment lying around.

## 8.6 Pedestrian Policy

All individuals moving on foot on airside should restrict themselves to the designated walkways, pedestrian paths, zebra crossings, or VOPs (Aircraft Parking Stands).



## 8.7 Aircraft Start-up Ban

In cases of immediate necessity (e.g., threat or seizure), the following supervising officials and persons are authorized to prohibit or prevent the operation or take off of aircraft:

- National Unit of the National Police
- Harbor Master / Airport Operator / SAM EA
- ILT<sup>3</sup>

## 8.9 Questions or remarks

For any questions or comments regarding the Safety & Security Handbook, contact [operations@eindhovenairport.nl](mailto:operations@eindhovenairport.nl), [security@eindhovenairport.nl](mailto:security@eindhovenairport.nl), or [safety@eindhovenairport.nl](mailto:safety@eindhovenairport.nl). Operations ([operations@eindhovenairport.nl](mailto:operations@eindhovenairport.nl) or 0031 (0)40-2919823).

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<sup>3</sup> ILT = Dutch Transport Safety Board





# Glossary

**AIRSIDE**

The area of Eindhoven Airport/Military Base Eindhoven used for taxiing, towing, parking, and handling of aircraft, passengers, and cargo.

**(D.D.) AOM**

(Duty) Airport Operations Manager

**ANTI-COLLISION LIGHT(S)**

Red (or white) flashing lights located on or above an aircraft. When these lights are on, the engines are running.

**AOO**

Airport Operations Officer

**APU: AUXILIARY POWER UNIT**

A system onboard an aircraft used for power supply.

**BHV: BEDRIJFSHULPVERLENING**

Organization of trained first responders who act quickly and effectively in emergency situations to prevent or minimize injury and/or material damage.

**CLEAN AREA**

The area of Eindhoven Airport that is not accessible to everyone. For example: clean areas, baggage areas, and technical rooms.

**DEMARCATED AREA**

Restricted-access zones designated by the operator, not publicly accessible, and fully controlled for access.

**FOD: FOREIGN OBJECT DAMAGE**

Damage to aircraft and equipment caused by debris or litter on the airfield.

**GPU: GROUND POWER UNIT**

Mobile power supply for parked aircraft.

**HAOS**

Head of Airport Operations and Security

**INCIDENT**

An event that disrupts safety and/or order.

**CLEARANCE**

The space between runways and adjacent platforms.

**MARSHALLER**

A person who directs an aircraft during parking.

**ACCIDENT**

An event resulting in fatalities, serious injuries, or significant damage.

**SAM EA**

Safety Manager Eindhoven Airport

**SEM EA**

Security Manager Eindhoven Airport

**SRA-CP**

Stands for 'Security Restricted Area – Critical Part'. Refers to a part of the airside protected area.

**TANKZONE**

An area within 3 meters around fuel hose connections.

**TERMINAL**

The main building at Eindhoven Airport, including the arrival and departure halls, lounge, restaurants, and baggage area.