

Safety and Security Manual



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Colophon

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Version 1.2

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Safety and Security Manual

Revision tabel

Date	Version	Change
07-08-2020	1.0	<ul style="list-style-type: none">• 8.8 'Personal Protective Equipment' added as a new procedure.• New manual lay-out in accordance with corporate identity
19-08-2021	1.1	<ul style="list-style-type: none">• 2.4.1 Vehicle Check (added)• 2.4.2 Passenger, Staff and Crew screening (supplemented)• 2.4.3 Screening of Goods (supplemented)• 3.6 Aircraft stands (changed: all Tango positions removed and Echo positions adjusted).• 8.9 Questions or remarks (added)
01-06-2022	1.2	<ul style="list-style-type: none">• 2.4.5 Closing doors and hatches (New)• 2.5.3 Undermining and other criminal activities (New)• 2.5.4 Cybersecurity (New)• 'Personal Protective Equipment' switched location from chapter 8 to chapter 3.

Index

Revision tabel	3
Index	4
Chapter 1	
PREFACE	7
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
Chapter 2	
SECURITY	8
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	10
2.3.3 Use of the Eindhoven Airport pass	10
2.4 Check for prohibited articles	10
2.4.1 Vehicle check	11
2.4.2 Passenger, staff and crew screening	11
2.4.3 Screening of goods	12
2.4.4 Check at the boarding gate	12
2.4.5 Closing aircraft doors and hatches	12
2.4 Your contribution to security at Eindhoven Airport	13
2.5.1 Eindhoven Airport Ten Commandments	13
2.5.2 How to act in suspicious or dangerous situations	14
2.5.3 Undermining and other criminal activities	14
2.5.4 Cybersecurity	15
Chapter 3	
SAFETY AIRSIDE	16
3.1 Preface	16
3.2 Rules of conduct	16
3.3 Traffic regulations	18
3.3.1 Order of right of way	18
3.3.2 special rules for vehicle drivers	18
3.4 Safety regulations according to the Dutch Working Conditions Act	19
3.5 Positioning handling equipment	19
3.6 Aircraft Stands	21
3.6.1 Upon aircraft arrival	22
3.6.2 During aircraft fuelling	22
3.6.3 When the aircraft departs	23
3.6.4 Winter conditions	23
3.6.5 Storm and thunder/lightning forecast	24

3.7	Personal Protective Equipment (PPE)	24
Chapter 4		
	MARKINGS	26
4.1	AIRSIDE MARKINGS	26
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
Chapter 5		
	SAFETY REGULATIONS TERMINAL	31
5.1	Preface	31
5.2	General rules	31
5.3	Prohibited activities	32
5.4	In-house emergency services and contingency plan	32
5.5	Fire hazards	33
5.7	Lessees and/or users of areas	33
Chapter 6		
	WHAT TO DO	34
6.1	Fire	34
6.2	Accident	34
6.3	Evacuation	34
6.4	Equipment failures and damage in the terminal	35
6.5	Incidents and unsafe situations	35
6.6	Fuel and oil spills	35
Chapter 7		
	SANCTIONS	36
7.1	For all violations	36
7.2	In the event of a third violation (within one year)	36
7.3	Who imposes these sanctions?	36
7.4	Examples of serious violations	37
Chapter 8		
	ADDITIONAL INFORMATION	38
8.1	Fire hazard	38
8.2	FOD and waste	38
8.3	Birds	38
8.4	Fuelling	38
8.5	The force of aircraft engines	39

8.6	Pedestrians	39
8.7	Start-up prohibition	39
8.9	Questions or remarks	39
Chapter 9		
LIST OF TERMS & ABBREVIATIONS		40



PREFACE

1.1 Reason for this manual

Eindhoven Airport is obliged to provide the facilities required for the proper handling of air traffic and its related persons and goods at the airport. To meet this obligation, Eindhoven Airport drafted a handbook of rules that apply to everyone working at the airport. In addition to the (inter)national laws and regulations, this handbook also contains specific rules which apply at Eindhoven Airport. This manual summarizes the Eindhoven Airport regulations and other useful information on safety and security at the airport.

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 manual does not replace or change any rules laid down and/or agreements made anywhere else. This manual is intended for information purposes only. It can be used as a reference in daily practice and as preparation for various tests.

1.4 Safety & security

Your employer must ensure that, upon your first working day, you are well informed of important safety & security rules that apply to Eindhoven Airport.

These rules include knowledge of the firefighting equipment locations, personnel access points, emergency exits and procedures and security control posts.

1.5 Safety & security awareness instruction program

To obtain an Eindhoven Airport pass, employee and employer must meet several required conditions. One of these conditions is that you must pass a security test if you are going to work in a restricted area. You must also pass a safety test if you need access the peripheral roads and/or apron. In these tests you are asked several questions on rules and regulations and the motivation behind these regulations.

We advise you to prepare for these tests by studying this safety & security manual. Also, for practice purposes some questions can be found at the following link:

www.eindhovenairport.com/security.



SECURITY

2.1 Preface

Eindhoven Airport aims to be a safe environment for everyone. Both passengers and staff members are checked at various locations. The check includes proper authorization for area and on prohibited goods. Everyone must undergo this check. Also, all items taken to airside, such as hand baggage, hold luggage or tools, are checked for prohibited items. An example is the security check in the terminal just before proceeding to airside, where one must have a valid airfare ticket or personnel pass. Also, one must pass through a metal detector or security scanner and items through a ray machine.

2.2 Security at Eindhoven Airport

Why all these security measures at Eindhoven Airport? Numerous hijackings and terrorist attacks have occurred on airports and aircraft all over the world in the past. At Eindhoven Airport every effort is made to prevent these types of attacks.

In addition to the fact that Eindhoven Airport wants to operate in a safe environment, Dutch and international authorities also set mandatory security measures. These authorities regularly check to ensure prescribed measures are implemented properly at Eindhoven Airport. The Security awareness instruction program is one such mandatory provision laid down by the government.

2.3 Working in restricted and public areas

At Eindhoven Airport we make a distinction between public and restricted areas. Everyone may enter the public area: staff, passengers, meeters & greeters and visitors.

Restricted areas may only be entered by people who have to be there for operational reasons and for some areas passengers for their journey.

There are only a limited number of points of access to restricted areas, which are continuously monitored by security staff, automatic doors, barriers and cameras. Your Eindhoven Airport pass is checked before gaining access to a restricted area.

The restricted areas at Eindhoven Airport are:

- The apron and peripheral roads - the areas where aircraft taxi and receive handling services.
- The clean area of the terminal - the part of the terminal between the security check and the gate. It is named the clean area because all persons, baggage and goods in this area have been checked for prohibited items.
- The baggage hold area - the area where baggage is sorted, screened and transported to the aircraft.
- Demarcated Area: area designated mainly but not exclusively for light business aviation within General Aviation.

2.3.1 Eindhoven Airport pass and access to restricted areas

The number of people who have access to restricted areas is limited. Only persons who regularly work in a restricted area and who meet the statutory and Eindhoven Airport requirements are given a pass. The colour of the Eindhoven Airport pass indicates which areas may be accessed:

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

The following letters can also be present on the pass:

- **B** indicates access to baggage hall
- **P** indicates access to the apron and peripheral roads
- **D** indicates day pass
- **CU** exempted from security check (a special authorization e.g. airport police)

There are also visitor passes. These passes do not include a photograph or personnel data. These passes must always be displayed visibly, just like the permanent passes. People with visitor's passes should always be accompanied by an Eindhoven Airport permanent pass holder. The visitor may access the same areas as his or her guide.

A Few examples:



Since 2019 the Eindhoven Airport logo has been replaced with a new version. When current passes are due for replacement, they will be provided with the new logo. Example of a pass with new logo:



2.3.2 Eindhoven Airport pass strictly personal

The Eindhoven Airport pass is a strictly personal access pass. Only the person whose name is stated on the pass may gain access with this pass.

- Never lend your pass to another person.
- Do not let anyone gain access with you using your pass, i.e. do not take anyone with you through a door using your pass.
- Do not use your pass outside of working hours or for private purposes, i.e. do not meet friends or family at the gate.
- Do not use personnel parking facilities outside working hours (unless you have explicit permission for this).

Employers must ensure that their employees have a valid Eindhoven Airport pass for areas in which they work in.

When an Eindhoven Airport pass is abused, it can immediately be revoked and blocked without stating a reason.

2.3.3 Use of the Eindhoven Airport pass

All pass holders (staff and visitors) are obliged to visibly display the Eindhoven Airport pass when in a restricted area. If someone fails to do so, point this out to that person. This makes it possible to continuously check whether unauthorized persons are present in a restricted area.

2.4 Check for prohibited articles

All passengers and staff, baggage, goods and vehicles that enter Eindhoven Airport restricted areas are checked for prohibited items. The aim of this check is to prevent prohibited items from entering the restricted areas and prevent it from being used to carry out a terrorist attack, such as a hijack, sabotage or bomb attack.

Examples of prohibited articles are:

- Stabbing weapons: knife, dagger, sabre, sword, samurai sword.
- Firearms: pistol, hunting rifle, machine gun.
- Chemical weapons: nerve gas, tear gas, asphyxiating substances.
- Explosive weapons: bomb, dynamite, Molotov cocktail, grenade.
- Sharp objects: nail scissors, pocket knife, compass, chisel, hammer.
- Blunt objects: baseball bat, hand-bow.



2.4.1 Vehicle check

Do you require accessing the civil platform with a vehicle? This can be only done at the main access point (marked as HDLP which is a Dutch abbreviation for *Hoofddoorlaatpost*). Security personnel will check the vehicle and its occupants prior granting permission to the apron.

2.4.2 Passenger, staff and crew screening

Control of passengers, staff and crew

Passengers, staff and crew are required to go through a metal detector or security scanner before entering a restricted area.

Metal detector

The metal detector are only used for staff and crew.

Security scanner

The security scanner is based on technology that uses millimetre waves. The waves go through clothing and are reflected by the skin. The waves also reflect on other materials, such as plastic, metal, wood, iron, ceramics, etc. Suspicious objects are detected in this way. Before proceeding through the security scanner, you must take off your hoodie, waistcoat or jacket. These items and those in your pocket(s) must be placed in your hand baggage container in advance! Once inside the scanner you must spread your arms as shown on the present icon.

Alarm

If the security scanner or the metal detector arises any alarm, you must be searched by the security staff. Women are always body searched by female security staff and men by male security staff.

Health hazard

The Security scanner does not entail any health risks. Unlike certain medical scanners, the equipment does not work with X-rays. Anyone, including pregnant women and people with a pacemaker, can have the Security scanner check without any health risk. And just in case you were concerned: they do not see you naked and cannot see through your body either.

Important

To ensure safety: strictly follow the instructions of the security staff.

2.4.3 Screening of goods

Passengers and staff must have all items that they carry (including hand luggage) screened by X-ray equipment or with explosive detection devices (CT scans) upon entry into a restricted area. This is to check whether these contain prohibited items, such as weapons and explosives. This investigation can also be done manually.

CT scans

Eindhoven Airport replaced the traditional X-rays with the CT scans. At the CT scans, everything can be left in hand luggage, including liquids and electronics. The security staff will inform you in advance whether you should take them out of the bag or not.

Hold baggage

The hold baggage that is loaded on board of an aircraft is also screened for explosives or other dangerous substances and objects. In case of doubt, the suitcase is opened and examined in the presence of the passenger.

After screening, the hold baggage is continuously monitored in the baggage handling area and on the apron until it is loaded onto the aircraft and the cargo hold has been closed.

2.4.4 Check at the boarding gate

Before boarding the aircraft, the airline company or handling agent checks whether the passenger has a valid boarding card and his identity corresponds with the data on the boarding card. At the gate, registrations are also compared with those made at the check-in desks. If, for example, it is found that hold baggage has been checked but the passenger does not appear at the gate, the airline company or handling agent will remove the baggage in question from the aircraft. This is to reduce the risk of a suitcase deliberately being checked in without the passenger boarding the aircraft with the potential of that suitcase being a bomb.

2.4.5 Closing aircraft doors and hatches

The Dutch Aviation Act (Article 37e) states that an airline must ensure that an aircraft is not accessible to unauthorized persons. Various employees carry out work for airlines. This includes technical services, catering and cleaning activities. Everyone who carries out work on the aircraft will therefore have to ensure that no unauthorized persons can enter the aircraft. This means that you always ensure that all doors and/or hatches are closed or that stairs are so far from an aircraft that it is impossible to get into the aircraft from the ground.

The last employee to leave the plane ensures that its doors and hatches are closed. Even if this means that someone else has to open the aircraft again a few moments later.

2.4 Your contribution to security at Eindhoven Airport

Security is not only a concern for security staff. We also ask for your contribution to keep Eindhoven Airport as safe as possible.

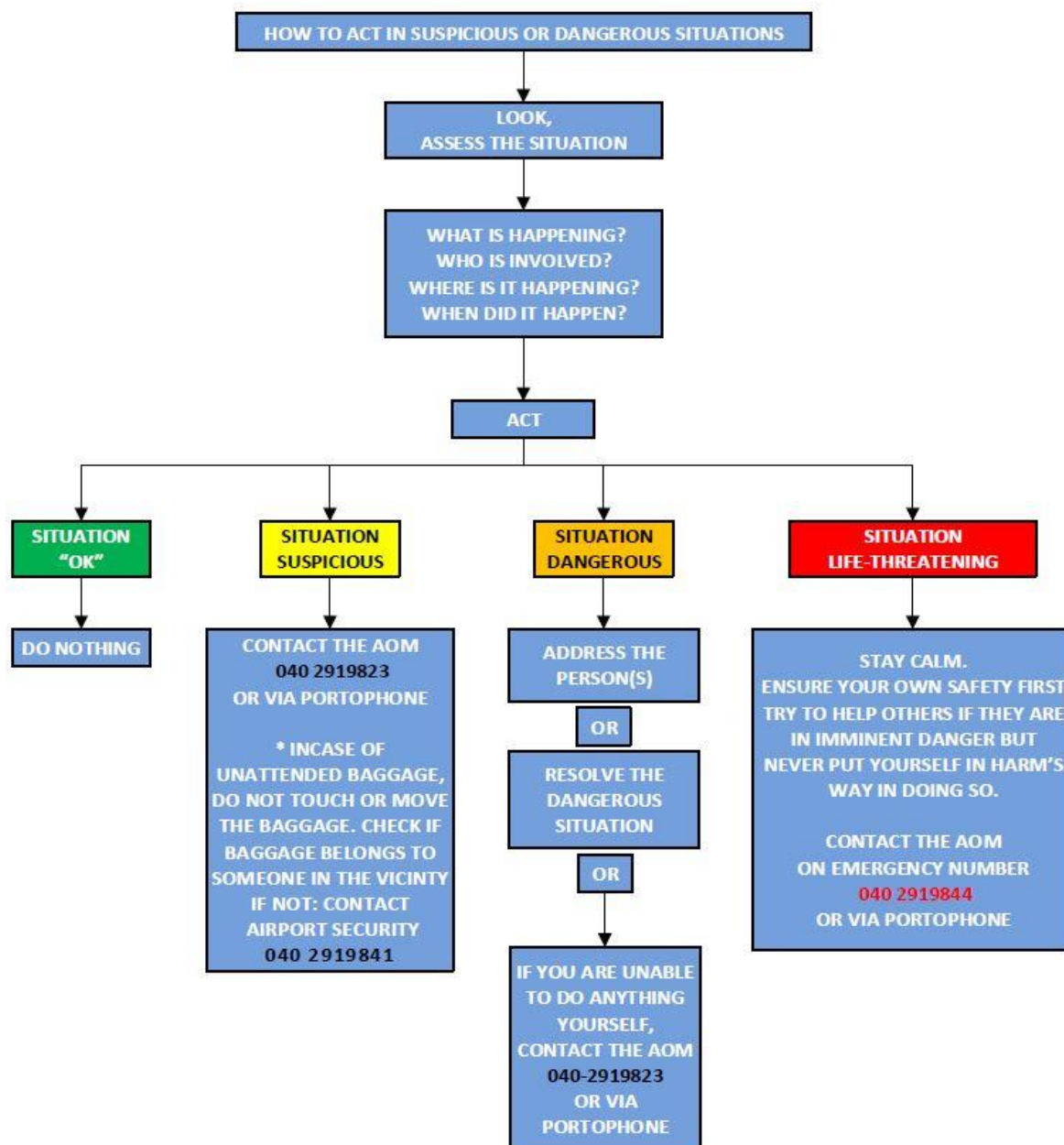


2.5.1 Eindhoven Airport Ten Commandments

The following are the ten most important rules for you to follow to contribute to security at Eindhoven Airport while carrying out your daily routine:

1. Always display your pass visibly.
2. Only use the Eindhoven Airport pass when you are at work and carrying out your work activities.
3. If you lose your pass, inform Airport Operations immediately. Tel: 040-2919823.
4. Do not let anyone 'accompany' you when you use your access pass to and from restricted areas.
5. Do not take prohibited items into a restricted area unless you are authorized to do so.
6. Never leave prohibited items that you need for your job unattended in restricted areas.
7. Do not take any gifts or packages through the security check for other people.
8. Close all (office, operational and technical) areas properly and lock up confidential documents in a cabinet.
9. Do not answer questions from strangers concerning security measures.
10. Be alert to anything that deviates from the norm, such as suspicious behavior on the part of staff or passengers, unattended suitcases or broken barriers.

2.5.2 How to act in suspicious or dangerous situations



2.5.3 Undermining and other criminal activities

Sometimes criminals try to abuse our infrastructure, our operations and the companies working at Eindhoven Airport. Unfortunately, the fact that we are a logistics hub and gateway to the Netherlands and Europe, also attracts criminals. Eindhoven Airport is vigilant for this risk and it helps if you are too. In order to maintain a safe aircraft, you are therefore expected to report any suspicion and/or signal of undermining such as drug or arms trafficking and other criminal activities, as well as (possible) radicalization and other forms of inside threat.

When criminals from the underworld try to abuse the processes and infrastructure of the upper world, it's called undermining. We define undermining as a crime in which an employee is in possession of an airport identity card is involved and/or abuses his/her position or powers. By insider threat (a threat from within the organisation) we define the risk of crime involved an employee with an Airport ID card.

What do we expect from you?

- Report any suspicion and/or signal of undermining such as drug or arms trafficking and other criminal activities to your supervisor, a senior manager or the Royal Dutch Marechaussee;
- If you are approached or feel pressured about what may have to do with undermining, please report this to your supervisor, a senior manager or the Royal Dutch Marechaussee;
- Report signals of (possible) radicalization and other forms of insider threat to your supervisor, a senior manager or the Royal Dutch Marechaussee;
- Report acute danger immediately via the Airport Emergency Number: 040-2919844.

It is not always easy to report, especially if you don't feel safe. Fortunately, you can also report anonymously via the Criminal Intelligence Team (TCI); 030-2761216 or 0800-7000.

2.5.4 Cybersecurity

Eindhoven Airport and its partner companies depend on digital systems for almost all of its processes. It is very important that systems are available, contain correct information and are only accessible to persons who are authorized to do so. Unfortunately, we too have to deal with a growing level of cybercrime. This form of crime can occur in all kinds of ways; via your smartphone, a laptop, fake e-mails or for example a USB-stick.

At the airport, we need to work together to prevent cybercrime. Be aware that everyone has to deal with forms of cybercrime. And realise that you are a part of the digital security of all systems at Eindhoven Airport. Stick to the following basic rules:

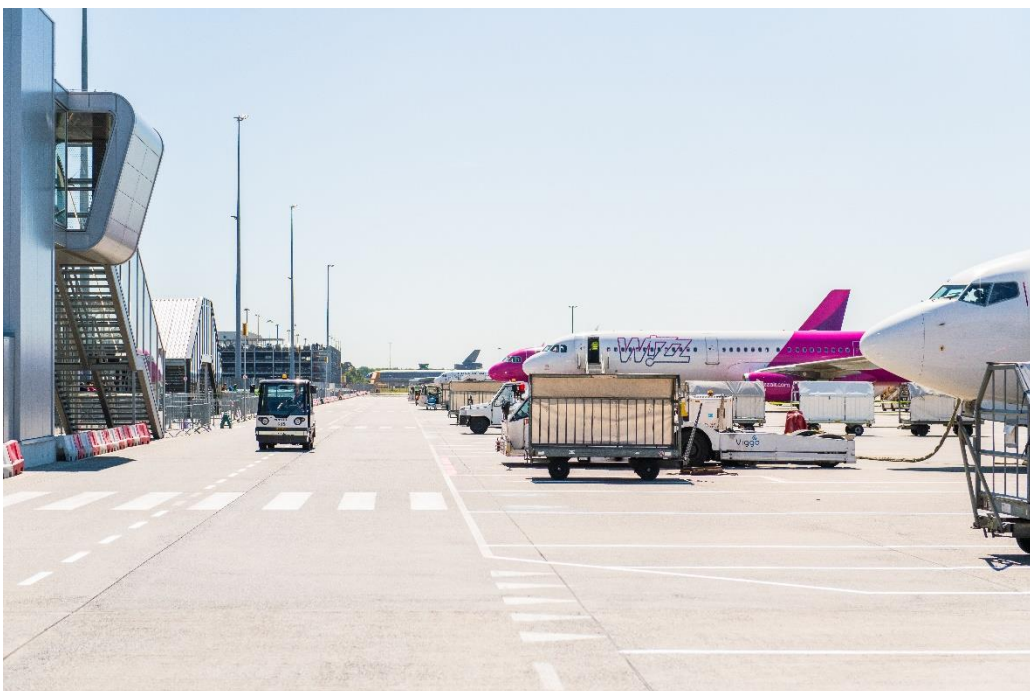
- Never give a password to someone else, not even to your direct colleagues.
- Never write down passwords.
- Lock a device when you are no longer using it. Even if it's only for five minutes.
- Only open emails, attachments and links if you trust the sender. If in doubt, contact your employer's IT department.
- Only use programs installed by Eindhoven Airport or by your employer's IT department.
- Never connect personal devices to Eindhoven Airport equipment. Not even to charge your phone, for example.
- Watch out for suspicious situations. If you do not trust the situation, report this to your supervisor.



SAFETY AIRSIDE

3.1 Preface

Working safely is important at an airport. Rules and working procedures have therefore been drawn up for all work being carried out there. Everyone who works on airside must be familiar and comply with all applicable rules and work procedures.



3.2 Rules of conduct

MANDATORY!

General

- Always display your Eindhoven Airport pass visibly.
- Follow the instructions given by the AOM.
- Provide information to the AOM when asked to do so.
- Operate and use company resources according to their instructions at all times.
- Secure handling equipment so that it cannot blow or roll away.
- Always report environmental spills to the AOM (**040 2919823**).

Fire Hazard

- Report work likely to cause a fire beforehand to the AOM (040-2919 823).

Waste and FOD¹

- Always deposit waste in the appropriate waste bins and containers.

PROHIBITED!

General

- Never block fuel trucks.
- Do not put people in harm's way.
- Never endanger public order or safety.
- Do not damage equipment.
- Do not take photographs, video and film recordings without the permission of the Communications department of Eindhoven Airport.
- Never² pass the 60 cm wide red clearance line.
- Never position or move barriers without the order or permission of the AOM.
- Never enter an area that is cordoned off with barriers and/or other markings without the order or permission of the AOM.

Fire danger

- Do not smoke, not even in your car.
- Do not carry inflammable materials on you.
- Keep away from fire detection, fire protection and fire extinguishing equipment if there is no reason to use it.
- Make sure that fire detection, fire protection and fire extinguishing equipment always remain visible. Do not position your vehicle or other equipment in front of this equipment.
- Do not light open fires.
- Do not set off fireworks.

Animals

- Do not attract birds or other animals.
- Do not feed birds or other animals.

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

² EXCEPTIONS:

- The red clearance line may be crossed for operational requirement by Pushback trucks, Follow-me vehicles, ATC services and AOM.
- The red clearance line may be crossed by EA maintenance staff, Aircraft engineers and contractors with a valid permit to work when doing maintenance or during emergencies.

3.3 Traffic regulations

In general, the same traffic regulations that apply airside apply on the public roads (Rules on Traffic regulations and traffic signs 1990). There are also a several additional airside regulations, which are listed in this section.

MANDATORY!

- Cross taxiways at the appropriate crossings.
- Always adhere to the rules at markings, lines and signs.
- Traffic on the peripheral roads have the right of way over traffic coming from the aprons.
- Traffic on a taxiway (e.g. marshaller, aircraft towing trucks) have the right of way over traffic on a crossing.
- Follow the contours of an aircraft stand when crossing through to a peripheral road.

When emergency services with optical and acoustic signals are driving on the peripheral road, pedestrian crossing gates must be closed, and emergency services must be given priority.

PROHIBITED!

- Never exceed the 30 km/h speed limit.
- Keep to pedestrian speeds (about 5km/h) within an aircraft stand and inside the baggage hall.
- When using a baggage towing vehicle, never tow more than 4 baggage trailers or 3 container dollies.
- Never park, clean or repair vehicles outside the areas designated for this purpose.
- Do not cross multiple aircraft stands at once – use the peripheral roads.

3.3.1 Order of right of way

The following right of way applies on airside:

1. All Aircraft in departure or landing.
2. Emergency service vehicles (police, fire brigade, ambulances and AOM vehicle) with flashing lights and sirens.
3. Taxiing aircraft and escorting motor vehicles.
4. Passengers who are being escorted on foot to and from aircrafts.
5. Aircraft being towed.
6. Other vehicles.

3.3.2 special rules for vehicle drivers

- Always put on the handbrake when getting out of your vehicle.
- Shut off your engine when you are going to be away from the vehicle for several minutes or longer.
- Ensure that no objects fall from your vehicle and that your vehicle is not leaking oil, fuel or other liquids.
- You may not drive any towing or push-back vehicles unless you are authorized to do so.
- Only drive a vehicle if you have a valid driving or moped license. You must also be able to produce this license when asked.

3.4 Safety regulations according to the Dutch Working Conditions Act

Staff from various companies and organizational units work on the apron. Work is carried out at height, with hazardous substances, with machinery, as well as with a wide variety of mobile equipment. You may also be exposed to high noise levels.

To prevent injury and damage as much as possible, staff must be informed of and comply with the safety regulations contained in the Dutch Arbo (working conditions) act.

Your employer is familiar with these working conditions and is responsible for providing all necessary clothing and equipment for your work.

On the apron, this personal protection equipment could include:

- Hearing protection.
- Safety shoes.
- Work gloves.
- High visibility clothing (HVC).

High visibility clothing is **mandatory** on the apron and service roads.

3.5 Positioning handling equipment

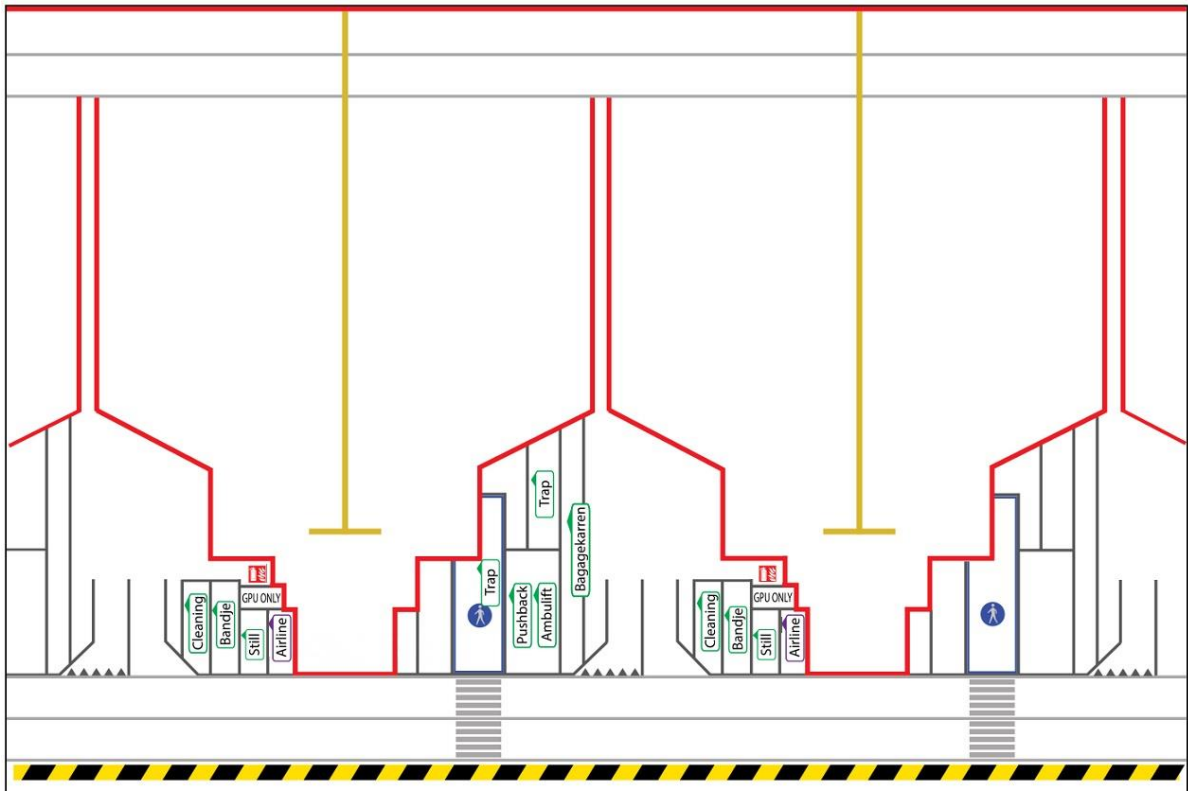
MANDATORY!

- Handling equipment for the next flight must be placed outside the aircraft stand in question.
- Place handling equipment at the aircraft so that passengers boarding, and disembarking are not obstructed by it.

Place the GPU³ in the designated 'GPU ONLY' box.

³ GPU = GROUND POWER UNIT, unit which can supply an aircraft of electricity.

Example of apron stands and the surrounding layout:



* Airline box at Stand S3 is only to be used by the Airport Authority vehicle (A1).

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	L2*	
VOP10	S10	Pushback	Code C	L1 & L2	
VOP11	S11	Pushback	Code C	L1 & L2	
	E2*	Pushback	Code E	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

*Points of attention during use of E positions:

- When E1 is in use, S8 and S9 are not available.
- When E2 is in use, S11 and S12 are not available.
- Aircraft larger than code C can only use L2 intersection.
- When using E positions, aircraft could overlap with the rear service road. As mitigation, the rear service road will be cordoned off (partially) using high visibility traffic cones.

In case aircraft require alternative parking positions (due to Severe Weather Conditions or aircraft smaller than code C and cannot be pushed back with the pushback truck), this must be consulted with the Airport operations Manager at all times.

3.6.1 Upon aircraft arrival

MANDATORY!

- Wait (with your equipment and vehicles) outside the red line around the aircraft stand until the wheel blocks have been placed, the engines have been switched off and the anti-collision light⁴ has been turned off. Never cross behind an aircraft when it's anti-collision light is on.

PROHIBITED!

- Never enter an aircraft stand unless you have a reason to do so.
- Do not place any unnecessary equipment, vehicles and objects in an aircraft stand.
- Never obstruct the line of sight between the aircraft and marshaller.
- Never cross the area between an arriving aircraft and a marshaller with your vehicle.
- When a marshaller is on the perimeter road during marshalling, wait until process is completed before continuing your journey on the perimeter road.

EXCEPTIONS

- Certain persons may enter the aircraft stand before the aircraft engines have been turned off. These people include the marshaller and personnel responsible for placing the wheel blocks and the GPU.
- When going from one aircraft stand to the adjacent one, you may cross the red clearance line between the two aircraft stands, i.e. you do not have to take the peripheral road.

3.6.2 During aircraft fuelling

PROHIBITED!

- Never block the emergency route of a refuelling truck.
- Never park vehicles unnecessarily inside the refuelling zone.
- Do not position, start, connect or disconnect a GPU.
- Never top up a GPU with fuel.
- Never use a flashbulb or electronic flash.
- Never use or test electrical equipment, such as aircraft radio, radar and navigation equipment.
- Never carry out work likely to cause a fire.

⁴ Red (or white) flashing lights under and/or on top an aircraft. If these lights are burning the engines are running.

3.6.3 When the aircraft departs

MANDATORY!

As soon as the anti-collision light is switched on:

- Leave the aircraft stand.
- Move all equipment previously involved in the aircraft's departure outside the red lines.
- Clear away all rubbish, waste, hazardous and other substances. Beware of FOD!
- Make sure the aircraft stand is clean when you leave.

EXCEPTIONS

- A GPU may be within the red lines when the aircraft engines are started up.
- You may remain within the red lines if you are involved in the start-up procedure of an aircraft engine.
- Only the pushback truck is permitted to enter and leave the aircraft stand in front of the plane's nose.

3.6.4 Winter conditions

To prevent snow and icy conditions disrupt the operational process at the airport several additional rules apply during the winter period.

- Take extra care when using water on the platform. Do not let waste water spill on the ground and keep spillage to a minimum when loading aircraft with water.
- Avoid driving over snow surfaces if not necessary. This will prevent the snow sticking to the surface.
- Carry out adequate lighting and wear high visibility clothing.
- Adjust your speed to the weather conditions.
- Report dangerous situations to the AOM **040 2919 823**.

Refer to the manual "sneeuw en gladheidbestrijding" for a detail description of the winter operation.



3.6.5 Storm and thunder/lightning forecast

When applicable, Eindhoven Airforce Base Weather office will issue a storm and or thunder/lightning forecast to the AOM.

The AOM will inform all parties involved and takes necessary measures with regarding maintaining order and safety, preventing personal injury and or damage to EA or third-party property.

Phases:

- A. Pre-warning
- B. Promulgation of storm / storm measures
- C. Scaling down

During a thunder/lightning warning:

- All employees must be informed in time about the approaching thunder/lightning or storm.
- In the interests of the safety of all employees and passengers, during a thunder/lightning warning a handling ban will be enforced at Eindhoven Airport. This prohibition applies to the entire civilian platform.
- A handling ban is announced by the AOM if there is a thunder/lightning storm within 3NM (5Km) radius from Eindhoven Airport.
- No activities may take place on or around an aircraft stand;
 - Chock blocks may no longer be placed after arrival of the aircraft.
 - Refuelling is stopped.
 - The use of the platform is forbidden for everyone during the handling ban, all activities on the plane can proceed normally.
 - All instructions of the AOM must be followed up immediately.

3.7 Personal Protective Equipment (PPE)

Personal protective equipment is used to prevent injury and physical damage to people who practice professions that involve risks. The use of personal protective equipment is the most direct way to reduce work risks.

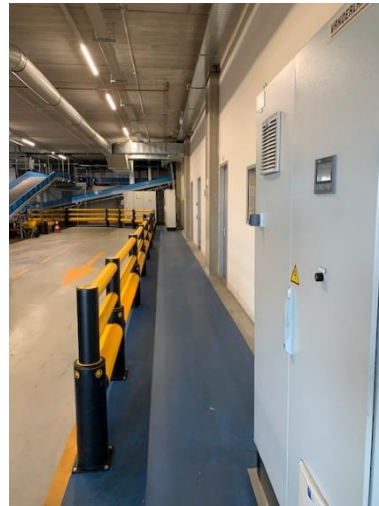
PPE often protects only a limited part of the body such as eyes, ears, breathing, hands, or feet. They are aimed at specific hazards such as touching, piercing, excessive noise, toxic substances, etc. PPE should not introduce new hazards due to using it, for example: limited freedom of movement or limited visibility.

Eindhoven Airport has various locations where the wearing of some PPE is mandatory for carrying out work. Use of PPE may also apply to an area that is being entered (such as wearing a high visibility vest on airside).

in the Baggage Hall, hearing protection, high visibility vests and safety shoes are mandatory for carrying out work. However, one is exempted from this when using the blue walkways to the HBS (security).

Safety shoes are not compulsory for a short tour of invited guests, but you must keep to the blue walkways.





Not all PPE obligatory locations are described in this manual. Consult your supervisor for whether PPE is mandatory for carrying out your tasks.



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.



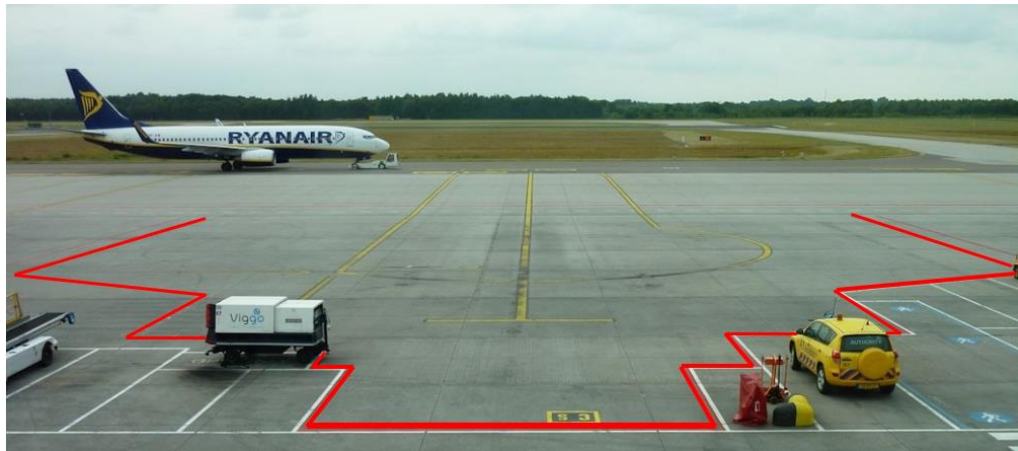
4.1.5 Towing line

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 (or white) 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

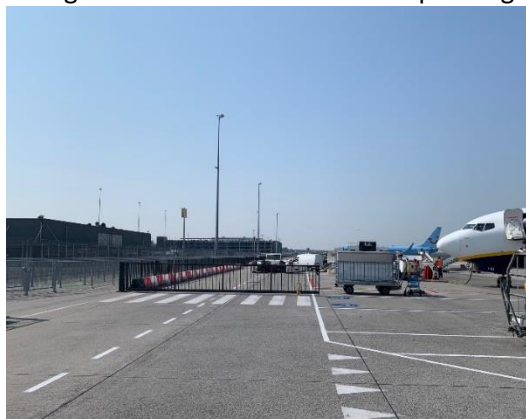
The location of a fire extinguisher indicated by a red circle.



4.1.11 Pedestrian crossing place

A section of a peripheral road indicated by a zebra path and cordoned off by a gate when passengers are crossing.

The gate should be opened again when there are no more passengers (dis)embarking.



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

Working safely is important at an airport. Rules and procedures have therefore been drawn up for all work carried out in the building. Everyone who works in the terminal building must be familiar and comply with all applicable rules and regulations. In addition, there are general rules applicable to all users and visitors. Refer to: <https://www.eindhovenairport.nl/en/security-0> for the house rules.

5.2 General rules

MANDATORY!

- Always follow the instructions given by or on behalf of the AOM.
- At the airport, behave in such a way as to not disturb airport users. Misbehaviour includes:
 - the harassing of persons,
 - fighting,
 - participating in unlawful assemblies,
 - unnecessary skipping cues.
 - and encouraging disorderliness by challenging behaviour.

PROHIBITED!

- Do not consume alcoholic beverages outside the areas designated for this purpose.
- Do not use drugs.
- You may not be under the influence of alcohol or drugs during work.
- Smoking is only permitted in designated smoking areas.
- Do not enter the airport perimeter or any part of it when it is obviously closed or not accessible.

5.3 Prohibited activities

- Begging at the airport.
- Lying down or sleeping in the public areas of the airport.
- Misuse of facilities or using facilities at an unintended time, location or manner.
- Bringing into the airport perimeter any animal and/or substance or object that causes or could cause a nuisance, danger, contamination, damage or disturbance of the peace.
- Roller skating, skating, skateboarding, riding a scooter, moped or bicycle in the terminal.

**THE FOLLOWING ARE ALSO PROHIBITED!
(WITHOUT WRITTEN PERMISSION FROM EA MANAGEMENT)**

- Placing of (or having them placed) advertising signs, posters, etc. or advertising in any other way or carrying out any action of Propagandist nature.
- Distributing pamphlets or having them distributed.
- Carrying out commercial activities.
- Making audio-visual recordings, other than for private use.
- Active and/or passive offering of unsolicited taxi transport in any manner whatsoever.
- Collecting for charity.

5.4 In-house emergency services and contingency plan

MANDATORY!

About the legislation on in-house emergency service (BHV⁵) and contingency plans, the various employers who carry out work in the terminal are obliged to cooperate with one another. Eindhoven Airport coordinates this cooperation and the actual deployment of an accident or incident.

The BHV and deployment thereof is described in the Eindhoven Airport Emergency Plan.

It is important for everyone working at Eindhoven Airport to know the emergency telephone number: **040 2919844**. This telephone number is answered by the Emergency Team Leader (the AOM) who is responsible for dealing with emergencies at Eindhoven Airport.

⁵ BHV = Bedrijfshulpverlening – Dutch for first aid assistants.

5.5 Fire hazards

MANDATORY!

- Apply emergency measures on the instruction of the fire brigade. This applies if the fire detection or fire alarm equipment and sprinkler system has been switched off or is no longer working properly.
- Report all work likely to cause fire in advance to AOM **040 2919 823**.
- Keep emergency routes and emergency exits free of obstructions.
- Make sure that extinguishing equipment is always usable and accessible.
- Only store dangerous goods in areas intended or designated for this purpose and with the permission of Eindhoven Airport Technical department or in their absence Eindhoven Airport Operations.

PROHIBITED!

- Never close off ventilation openings.
- Do not light open fires (this also applies to the use of candles and fireworks).
- Do not obstruct the closing of automatic fire doors, smoke doors, fire-resistant shutters or emergency exits (e.g. do not use a waste bin to keep a door open).
- Only carry out welding, grinding and fire activities with the permission of the AOM **040 2919823**.
- Do not misuse fire safety equipment, such as emergency buttons, fire extinguishers and fire hose reels.
- Do not hang objects under or on sprinklers.
- Never paint or camouflage sprinkler buttons.
- Do not use water near exposed electrical pipes and sockets.

5.7 Lessees and/or users of areas

MANDATORY!

- Only use the area for the purpose and in the manner described in the lease.
- Observe the obligation to report to the manager any objects, dangerous goods or installations in leased areas.
- Consider the permitted fire and floor load.
- Make sure that fire extinguishers are always easily accessible.
- In warehouses, there should be at least 1 meter between the sprinkler system and goods, shelves and cabinets placed under it and 0.5 meters in other areas.
- You are personally responsible for the disposal of waste and other surplus materials.
- Keep emergency exits free of obstructions and prevent the risk of fire due to waste left lying around.
- Dispose of waste in the designated areas only.

PROHIBITED!

- Subletting is not permitted without the prior written permission of Eindhoven Airport.
- Never leave waste or surplus materials in corridors or other public areas.



WHAT TO DO

6.1 Fire

1. Contact AOM on internal Emergency number **040 2919844** or via 2-way radio.
2. If you are BHV certified put on vest, grab fire extinguisher, first aid kit, AED⁶ etc. and proceed to reported area.
3. Try to extinguish the fire, but never put yourself in danger.
4. When fire department arrives, hand over command to them.
5. Inform AOM or BHV team leader of current situation.
6. If evacuation signal is activated, start evacuating people from the area.
7. Accompany evacuees to the meeting point and wait there with them.
8. Inform AOM or BHV team leader current situation.
9. Wait for further instructions.

6.2 Accident

1. Contact AOM on Emergency number **040 2919844** or via 2-way radio.
2. If you are BHV certified put on vest, grab first aid kit, AED etc. and proceed to reported area.
3. Lend First Aid.
4. When ambulance arrives, hand over command to them.
5. Inform AOM or BHV team leader of current situation.
6. Wait for further instructions

6.3 Evacuation

Evacuation instruction:

1. Switch off electrical appliances and close doors when there is nobody left in the room.
2. Leave the building immediately via the indicated escape routes and bring all necessary documents and materials.
3. Never put your own safety at risk!
4. Follow the instructions of the BHV.
5. Accompany your visitors out of the building.
6. Gather at the meeting point (follow the instructions of the BHV).
7. Wait for further instructions.

⁶ AED = Automated External Defibrillator, device used to stop a cardiac arrest.

6.4 Equipment failures and damage in the terminal

- Report all equipment failures and damage in the terminal immediately to the AOM **040 2919823**.
- Always ensure your own safety first. If you are in danger, leave the place of the incident immediately.

6.5 Incidents and unsafe situations

- Report any incidents or unsafe situations immediately to the AOM **040 2919823**.
- Also report suspicious objects or goods by calling the same telephone number.

6.6 Fuel and oil spills

- Report all spills immediately to the AOM **040 2919823**.
- Try to stop the spill, but never put yourself in danger.
- Do not drive or walk through spilled liquids.



SANCTIONS

If there were no rules, dangerous situations could easily occur on airside. Therefore, there are sanctions when rules are broken.

7.1 For all violations

- You will receive a written warning from the AOM.
- Your employer will receive a copy of the warning within five working days.
- Your employer will take measures to prevent the incident from being repeated and will inform the airport of this.
- Your violation will be kept on file for one year.

7.2 In the event of a third violation (within one year)

- Your airside pass will be blocked for a period of at least two weeks. This means that you will not be allowed on airside during this period.
- You and your employer will receive written confirmation of this. In the event of serious violations your pass may be withdrawn immediately. You must report together with your manager to the AOM. Depending on the seriousness of the violation, he may revoke the airside permission on your EA pass immediately so that you will no longer be permitted on airside.
- You (together with your employer if necessary) will be heard by the Airport Safety Manager (SAM) or the Head of Operations and Security (HAOS). Together the SAM and HAOS form the Sanction Committee. The Sanction Committee will determine the definitive period during which you will not be allowed on airside.
- If your vehicles do not comply with the relevant requirements or are on airside outside the agreed period or place, they may be removed by Eindhoven Airport at the expense of the owner/manager.

7.3 Who imposes these sanctions?

The AOM and AOO monitors security and safety at Eindhoven Airport. They can apprehend you and report incidents.

7.4 Examples of serious violations

Serious violations include:

- Smoking in non-designated smoking areas. Be aware that the use of electronic cigarettes in non-designated smoking areas, is also prohibited;
- Unauthorized use of towing, field or other authorities;
- Deliberate contamination;
- Using or being under the influence of alcohol and/or drugs;
- Gross negligence or gross omission;
- Bringing safety into danger;
- Leaving dangerous equipment or tools unattended;
- Blocking emergency exits or covering emergency exit signs;
- Disabling or blocking fire extinguishing equipment or other equipment for protecting the safety of persons and/or goods.



ADDITIONAL INFORMATION

8.1 Fire hazard

A fire at Eindhoven Airport could have terrible consequences. All risks must therefore be avoided. One of the main risks is the flammability of kerosene vapours. These vapours hang around aircrafts and are highly inflammable. Smoking on airside is therefore absolutely prohibited. If you must carry out work that could cause a fire, report this in advance to the AOM **040 2919823**.

8.2 FOD and waste

Plastic, film, cardboard boxes, rubbish bags, pallets, and coffee cups - all these items could end up undesirably on airside. These items can cause serious problems and potentially accidents, e.g. damage to aircraft engines etc.

We refer to this waste as FOD (Foreign Object Damage).

This waste does not belong on the apron, but in waste bins.

SEEING FOD IS DISPOSING FOD!!!!

Several simple rules have therefore been drawn up:

- Always throw away waste properly in containers or waste bins.
- Close the lid of waste containers.
- Make sure that your handling equipment and waste cannot blow away.
- Always cover the open loading bins of trucks with a net.

In a nutshell: Clear away waste and close waste bins and containers properly!

8.3 Birds

Flocks of birds are a risk to aircrafts on runways, as they can end up in the engines of aircrafts. This involves enormous danger and costs. Birds are therefore not welcome at Eindhoven Airport. Do not do anything that will attract birds such as throwing leftover food on the ground instead of in the waste bins.

8.4 Fuelling

Major risks are involved during refuelling of aircraft. These risks can only be minimized by working as safely as possible. It is therefore important that everyone on the apron adhere to rules. Ensure that the fuelling service can operate undisturbed. This is particularly important in the fuelling zone. The fuelling zone is an area covering less than 3 meters to the tankers, couplings and escape valves.

8.5 The force of aircraft engines

When running, aircraft engines sometimes cause strong turbulence due to enormous thrust and suction. You may easily be blown off your feet, containers and pallets can move spontaneously, and all kinds of waste can be sucked into the engines. Vehicles may also be blown away. So always put the hand brake or parking brake on of your vehicle when getting out. Take this into account when working near aircraft engines. Work at a safe distance and do not leave objects or equipment lying around.

8.6 Pedestrians

All pedestrians on airside must use designated pedestrian pathways in moving from one area to another. Exempted are persons working within the aircraft service area.



8.7 Start-up prohibition

In the event of imminent necessity (e.g. threat of danger or seizure of aircraft), the following institutions/persons

are authorized to prohibit the operating of and or departure of an aircraft:

- Dutch (aviation) police
- Airport Manager/ Operator of the Airfield/ Airport Safety Manager, in their absence the AOM.
- ILT ⁷

8.9 Questions or remarks

In case of questions or remarks related to this handbook, please contact Eindhoven Airport Operations (operations@eindhovenairport.nl or 0031 (0)40-2919823.

⁷ ILT = Dutch Transport Safety Board



LIST OF TERMS & ABBREVIATIONS

(Explanations of the concepts and words used in this manual)

ACCIDENT

Event with deadly outcome or resulting in serious injury or damage.

AIRSIDE

The part of Eindhoven Airport/Airbase Eindhoven used for the taxiing, towing, parking and handling of aircrafts and passengers and freight.

ANTI-COLLISION LIGHT

Red (or white) flashing lights under and/or on top an aircraft. If these lights are burning the engines are running.

AOM

Airport Operations Manager

AOO

Airport Operations Officer

APU

Auxiliary Power Unit. System on board aircrafts for power supply.

BHV = IN-HOUSE EMERGENCY RESPONSE TEAM

Organization of people rendering assistance during threatening situations, who have been trained to render assistance quickly and properly in order to prevent injury and/or material damage, or to limit these as much as possible.

CLEARANCE AREA

Space between the taxiways and adjacent aprons.

DEMARCATED AREA

A restricted area that has been designated as zone demarcated by the operator, not for public use and where full control applies to gain access to the area.

EA

Eindhoven Airport.

FUELLING ZONE

Area of 3 meters around the fuel line couplings.

FOD

Foreign Object Damage. Damage (or potential damage) to aircrafts and equipment due to waste left lying around.

GPU

Ground power unit. Mobile power supply for parked aircrafts.

HAOS

Head of Operations and Security.

ILT

Dutch Transport Safety Board.

INCIDENT

Event that threatens safety and/or order.

MARSHALLER

Person who directs aircrafts when they are parking.

PERIMETER FENCE

Fence that indicates the border between the parts of the airport site that are open to the public and the parts that are not open to the public.

RESTRICTED AREA

That part of Eindhoven Airport that is not accessible for everyone, such as clean areas, baggage areas and technical areas.

SAM

Safety Manager

SRA-CP

Security Restricted Area – Critical Part.

TAXIWAY

Area where aircrafts taxi and/or are towed.

TERMINAL BUILDING

The passenger building of Eindhoven Airport with, among other things, the arrival and departure hall, lounge, restaurants and baggage handling area.