



Safety & Security Reference Guide (EN)

Maastricht Aachen Airport

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Foreword

Maastricht Aachen Airport is a regional airport and as such provides facilities and services related to aircraft handling, including passenger and cargo handling.

To enter the airside areas of Maastricht Aachen Airport without supervision, it is mandatory to pass the safety and security test. The information that is taken in this test is discussed and explained in this reference guide.

It is therefore mandatory to study this reference guide carefully before taking the test in order to be prepared for the questions. If you have any questions, please do not hesitate to ask them via passenbureau@maa.nl, they will then put you in touch with the department which can give you more information about this.

If you come across a difficult term, you can always look further in chapter 10 in the extensive glossary. Good luck and hopefully see you soon at Maastricht Aachen Airport!



Inhoud

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1. Introduction

1.1. Why is this reference guide written?

Planes come and go all day long on the apron. To handle these aircrafts, vehicles from multiple departments and companies are needed. Think of Airport Operations, fire department, but also tankers and vehicles for loading and unloading the aircraft. But people are not only at work on the platforms, a good overview is also necessary in the terminal.

If someone does not comply with the rules, this can result in a collision or another calamity. This with an often long aftermath: damage that can range from a few hundred euros to several million euros or, even worse, a personal injury.

The purpose of this reference guide is therefore to keep the chance of these types of incidents and their direct consequences to an absolute minimum. Because every accident, however insignificant, damages the reputation of a company and thus also the interests of everyone who works there directly or indirectly. In addition, we ensure that all people, passengers, staff or visitors, reach their destination safely.

1.2. Who is this reference guide written for?

This reference guide contains rules for everyone who works at Maastricht Aachen Airport: internal and external. The rules described in this reference guide are the same for everyone. In this way it is clear to everyone which rules and agreements apply.

1.3. How to use this reference guide?

This reference guide only serves as a global explanation of the basic rules and agreements, but does not replace them. It therefore serves as a reference work in daily practice and in preparation for the safety and security test, which must be passed with a pass before receiving an airport badge.

1.4. What is the Safety & Security test?

As mentioned earlier, it is mandatory to successfully complete the safety & security test before you get an airport badge on loan. This test, safety and security, must be made by everyone and consists of 20 questions; 10 about safety, 10 about security, and consists of questions about the regulations, the rules and the background why these rules were drawn up.



2. Area division

2.1. Introduction

Maastricht Aachen Airport consists of landside and airside areas. Landside areas are freely accessible to everyone, the airside areas and also the departure hall are not accessible to everyone. In this chapter, we will therefore give you a general impression of the layout of our site. For clarification you will also find a map in chapter 12.

2.2. Which buildings are part of MAA?

Maastricht Aachen Airport is adjacent to several buildings. An airport pass is sometimes required to enter these buildings.

Terminal

The (passenger) terminal is area which is freely accessible where, for example, passengers check in.

Departure lounge

The departure hall is the area between security control and the gate. You may only go here if you have permission and a valid airport badge.

Arrivals lounge

The arrivals hall is where passengers pick up their bags.

Baggage sorting area

The baggage sorting area is located behind the personnel security check and here is where all baggage is handled for inbound and outbound passenger flights. You may only go here if you have permission and a valid airport badge.

Office area

The office area is located above the terminal and departure lounge. The offices of the various departments of Maastricht Aachen Airport can be found on the southern side. The northern side is also home to external companies and the badge office.

Cargo terminal North

Cargo terminal North (Noord) is located on the Bravo platform and mainly handles import freight.

Cargo terminal East

Cargo terminal East (Oost) is located on the Delta platform and mainly handles export freight. You can enter airside via the security check point which you can find by entering the door on the east-south side of the cargo terminal.



2.3. How is airside divided?

The airside terrain basically consists of four aprons, access roads, taxiways and the runway. These are briefly explained below, if it is important for you to have more knowledge, the badge office or your contact person will share them with you.

Alpha apron

The Alpha apron is located directly at the (passenger) terminal. This apron is mainly used for the handling of passenger aircraft. This apron is a security restricted area and security check and airport badge are required.

Alpha South apron

This apron is located on the southside of the Alpha apron and is used for the handling of General aviation aircraft. This apron is a demarcated area and can therefore be entered with only an airport badge.

Bravo apron

The Bravo apron is located at cargo terminal North and this is also a security restricted area, requiring a security check and airport badge. Cargo flights are mainly handled on this apron.

Charlie apron

The Charlie apron is located on the east side of the runway and is used mainly for maintenance. Also a small cargo aircraft is handled on the Charlie 5 apron. This apron is a demarcated area and can therefore be entered with only an airport badge.

Delta apron

The Delta apron is located at cargo terminal East, like the Bravo apron, is intended for the handling of cargo flights. You can enter airside via the security check point which you can find by entering the door on the east-south side of the cargo terminal..

Access roads

The roads are the connection between the various aprons for vehicles and pedestrians. These are also security restricted area, with the exception of the access road passing the Charlie apron. This part of road is equipped with a traffic light to regulate access. You will receive more information about this if you follow the 'limited driving license' course.

Taxiways and runway (area behind the broad red line)

The taxiways and the runway are the heart of the airport. However, you may not just enter it, a special training, radiocommunication and permission are required for this. You will receive more information about this if you follow the "Driving license general" course. So always remember that without these training courses and permission from Airport Authority or air traffic control you are not allowed to cross the broad red line!



3. The airport badge

3.1. Introduction

Maastricht Aachen Airport basically consists of two types of areas: "landside" and "airside", whereby airside can be subdivided into "demarcated area" and "protected area". Everyone is allowed to come on landside: drop-offs, passengers, staff and day trippers. This is, for example, the terminal, the car park and the terminal forecourt. Airside is the area within the fences such as the platforms, taxiways, runway, but also the departure hall. We will come back to this in Chapter 3 "Security". If you want to move on airside unaccompanied, you must have an airport pass. Passengers must be in possession of a valid flight ticket. In this chapter we provide more information about this airport pass and how to use it.

3.2. What does the airport pass look like?

An airport pass consists of a white background with six fields of information.

- **A photo of the badge holder.**
- **A number or letter** to indicate to which area's the badge holder has access to. Persons with numbers on their badge have (restricted) access to airside, persons with letters on their badge only have access to airside under supervision of a badge holder with a number on their badge.

1. Access to the Landing Area, SRA(-CP) and Demarcated Area.
 2. Access to SRA(-CP) and Demarcated Area.
 3. Access to Demarcated Area.
- W. Access to the warehouse
O. Access to the offices
D. A visitors badge for one day, see paragraph 3.4



Figure 1 badge with access to demarcated area (number 3) and permission to remain on airside during calamities (the red colour of the number)

- **The Colour of the number**
 - Badge holders with a red number on their airport badge may remain on airside in the event of an upcoming or during an emergency.
 - Badge holders with a yellow number on their airport badge may not remain on airside and will be ordered to leave in the event of an (upcoming) calamity.
 - Badge holders with a blue letter on their airport badge may not remain on airside and will be ordered to leave in the event of an (upcoming) calamity.
- **The logo of Maastricht Aachen Airport**
- **Personal information** consisting of:
 - Surname and initials of the badge holder.
 - The company for which the badge holder performs work.
- **The badge number.**
- **Icons** on the badge indicate to which area's the badge holder has unaccompanied access to. Not every badge holder has all 6 icons and thereby unaccompanied access to all areas. (See the next page)



- Access to the baggage sorting area
- Access to SRA(-CP) with tool equipment
- Access to export cargo
- Access to warehouse
- Authorized to drive a vehicle
- Exempt from security check entering SRA and SRA-CP

3.3. How do I use the airport badge?

The airport badge is on loan, strictly personal and only gives access to the person named on the airport badge. All badge holders are required to wear the airport badge visibly in controlled areas. Is someone not doing this? Then please attend him or her to wear the badge visible. In this way you also contribute to constantly checking whether unauthorized persons are present in a protected area. Misuse of the airport badge can lead to unsafe situations. For yourself and for someone else, always keep the following rules in mind:

- Never lend your badge to someone else.
- Never take anyone with you on your badge: so never keep an entrance open to others as these individuals may not be authorized to access baggage, aircraft or other areas.
- Do not use the badge outside working hours or for private purposes: for example, do not pick up friends or family at the gate.
- Your employer is responsible for ensuring that you have an airport pass that authorizes you to work in the areas you require. In the event of misuse of the airport pass, it can be blocked and withdrawn immediately without giving any reason.

3.4. How do I use the airport badge?

Visitors have a visitor badge which is issued by security. However, visitors should never be unattended on airside. Therefore, an attendant is always noted who is responsible for the visitor's behaviour. Visitors cannot enter the site for no reason, there must be a valid reason for this. If you have to take a visitor with you on airside or other protected areas, you can request this via Airport Operations using the special form which you can find on www.maa.nl.



Figure 2 A visitors badge / a badge for one day



4. Security at airside

4.1. Introduction

Maastricht Aachen Airport strives for a safe environment for everyone. Therefore, passengers and staff are checked at various locations when entering protected areas. For example the security check points in the terminal and cargo terminal East. Here it is checked that you are not carrying any prohibited items. Everyone, young or old, male or female, security officer or captain of an aircraft, must go through this check. In addition to you as a person, any hand- or hold luggage and tools will also be checked. In this chapter we provide more information about this process.

4.2. What are protected areas?

The airside areas at Maastricht Aachen Airport consist of two types of security levels:

Demarcated areas

When entering these areas you do not have to go through a security check, but possession of a valid airport badge is mandatory. You must also wear your airport badge visibly in these areas.

Protected areas

When entering these areas you have to go through a security check and it is also mandatory in these areas to be in possession of a valid airport badge which you must wear visibly. Basically, the entire airside is a protected area, exceptions to this are the Charlie and the Alpha South Platform. These are indicated in chapter 12, on the map, with red dotted lines.

4.3. Why are there security checks?

Various attacks have been committed on airports and aircraft in the past. For example, the attacks of September 11, 2001 on the World Trade Center in United States of America or March 22, 2016 at Brussels airport. At Maastricht Aachen Airport, we do everything we can to prevent such attacks. In addition to the fact that Maastricht Aachen Airport considers a safe environment to be important, the security measures have also been made mandatory by the Dutch, European and other international governments. These authorities regularly check, physically and administratively, whether our measures are in order.

4.4. What is a security check?

Everyone who enters a protected area is subjected to a security check. During this check, security guards check whether a person is not carrying any prohibited items. The purpose of this check is to prevent prohibited articles from entering the protected areas and later also on board an aircraft. In this way a terrorist attack such as a hijacking, sabotage or bomb attack can be prevented. Examples of prohibited items are:

- Firearms and shooting weapons: Pistol, gun, crossbow, shock device, shock device
- Pointed and edged weapons and objects: Knife, spear, awl, razor, thrower
- Blunt objects: Baseball bat, golf club, fishing rod, skateboard
- Explosive and flammable substances: Ammunition, gas bottle, aerosol, paint thinner
- Chemical and toxic substances: Poison, mercury, tear gas, contaminated blood, rat herb
- Explosives: Grenade, mine, explosives
- Liquids and gases: Gel, pastes, lotions, gasoline, methanol, propane, butane, mixtures



Security check of persons

There are several ways to search a person. Passengers go through a security scanner at Maastricht Aachen Airport. Staff and other visitors go through a metal detection gate and / or are searched. The search is always done by a security guard of the same sex.

Security check of goods brought along

The brought along goods of personnel and goods are checked by means of X-ray equipment and / or manually searched. For example, it is checked whether the luggage does not contain prohibited items such as weapons and explosives. The same applies to passengers' hold luggage. It is automatically checked for explosives or other prohibited items. If there is any doubt about the contents of the baggage, it will be opened and searched in the presence of the passenger. After the check, hold baggage is monitored in the baggage sorting area and on the apron until it is loaded on board and the hold closed.

Security check upon boarding

Before boarding the aircraft, check with the airline or passenger representative that the passenger has a boarding pass. If it appears later than that the hold luggage has been checked in, the passenger does not show up, the luggage of this person will be removed from the plane. In this way, the risk is reduced that a suitcase without a passenger can be used for an attack.

4.5. How can I help securitywise?

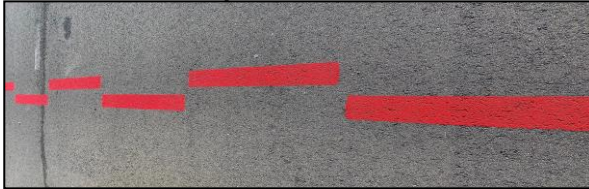
Security and security is not only a matter for the security guards at Maastricht Aachen Airport. Together we provide a safe environment, so you too have a contribution here! Therefore, adhere to the rules below to contribute to security at the airport.

- Always wear your Maastricht Aachen Airport badge visibly.
- Only use the Maastricht Aachen Airport badge during your work and for the performance of your job.
- If you lose your badge, report this immediately to the airport operations department on 043 358 97 50.
- Never allow anyone on your airport badge to walk to or from a protected or demarcated area.
- Do not bring prohibited objects into a protected area unless you can demonstrate that you need them for your job.
- Never leave prohibited items you need for work unattended in a protected area.
- Never take gifts or packages for other persons to or from protected or demarcated areas and possibly also through a security check.
- Always close all (office, operational or technical) areas properly and securely lock confidential documents in a, preferably, lockable cabinet.
- Do not answer questions from others and strangers about security measures.
- Be alert to anything that deviates from the normal. Consider, for example, suspicious behaviour by staff or passengers, unattended suitcases or a broken fence.



4.6. What security signs and markings can I find?

Separation line of security restricted area and demarcated area





5. Safety at airside

5.1. Introduction

Working safely is important at an airport, which is why rules have been drawn up for all activities and procedures. These safety rules apply to everyone who works or is present on airside.

5.2. How do I behave at airside?

On airside, the standard norms and values apply as you behave when you walk outside on the street. However, there are also other rules because you work in an area with an increased risk of accidents and we obviously want to prevent them.

Airport Authority / Airport Operations

The Airport Operations Department is responsible for airside enforcement and supervision. Therefore, always follow the directions of the Airport Authority Officers. They can be recognized by the yellow jackets and vests with the text: Authority and the yellow vehicles with the text: Airport Authority. If they address you because, for example, you did not wear your airport badge visibly, then you are obliged to provide them with all the information. They also ensure that all assets are used in accordance with the regulations. Make sure that your equipment always applies the brakes of equipment so that it cannot roll away or be, as example, moved by the wind.

Fire hazard

Smoking is absolutely prohibited on airside, including near or in a vehicle. In addition, make sure that you never carry burning material with you unless you have explicit permission for this, but open fire is prohibited at all times! Fire detection, fire protection and fire extinguishing equipment are important means to prevent or remedy a fire. Therefore, stay away from these equipment and make sure that they remain visible at all times. For example, always check whether you are not placing the vehicle in front of a fire extinguisher or fire reel.

Other important rules

Other rules you should always keep in mind:

- Always dispose of waste in the appropriate waste bins and containers, including waste from others!
- Do not feed and / or attract birds or other (wild) animals.
- Always follow the procedures as drawn up by Maastricht Aachen Airport.
- Only use emergency buttons in emergency situations, abuse will be punished!

Absolutely prohibited

The points below create very dangerous situations, therefore the following are prohibited:

- Never block fuel vehicles.
- Never put yourself or other people at risk.
- Never endanger general order and safety.
- Do not damage equipment, aircraft or the environment.
- Do not make photo, video or film recordings without permission from the Marketing and Communications department of Maastricht Aachen Airport.
- Never consume or carry alcohol or other narcotics at, or before entering, Maastricht Aachen Airport.
- Never pass the 60cm wide red clearance line.
- Never place or move cordons without permission from Airport Operations.
- Never enter an area that is cordoned off with fences or other markings without permission from the Airport Operations Department.



5.3. Who are exempted from these rules?

Some persons are exempt from some of these rules, these are the following persons:

- The drivers of aircraft tractors or the pushback truck and the ground engineer / ground handler are allowed to cross the red clearance line if they are involved in a pushback procedure.
- For repairs, anti-icing, and / or de-icing where it is necessary to cross the red clearance line. Permission from the Airport Operations department is required for this.

5.4. Which traffic rules apply on airside?

In the beginning the same traffic rules apply on airside as on public roads (traffic rules and traffic signs regulations 1992). However, there are a number of extra rules which are briefly explained here. If it is necessary to drive on airside, you must first obtain another diploma: "Driving license limited", more information about this can be obtained from the badge office.

- Always obey the rules when seeing markings, lines and other signs.
- Never drive faster than 30 km / h on the peripheral roads and 15 km / h on the apron.
- Never pull more than four luggage trolleys or four container dollies with a luggage tractor.
- Never park, clean or repair vehicles outside of designated areas.
- Do not park at a solid yellow or white line.

Order of precedence

The following priority order applies on airside:

- Aircraft taking off or landing.
- Emergency vehicles (Police, Fire, Ambulances, Airport Operations) with flashing light and siren.
- Taxiing aircraft and accompanying vehicles.
- Passengers and other persons on foot.
- Aircraft towed.
- Other vehicles.

In addition, always keep the following basic rule in mind: "Vehicles on the access road have right of way over the vehicles from the platform".

Rules for drivers

The following additional rules only apply to drivers:

- Only drive a vehicle if you have a valid driver's license that you are carrying with you.
- Always put the hand and / or parking brake on your vehicle when you get out.
- Turn off your engine if you get out or leave it unattended for a few minutes or more. An exception applies to vehicles that serve to provide parked aircraft with energy or air.
- Make sure that no objects fall off your vehicle or that it loses oil, fuel or other liquids.
- You are not allowed to drive towing or pushback vehicles without a towing license.

In addition, remember that if your vehicle does not meet the set requirements, or if it is on airside outside the validity of the vehicle badge, it may be removed by Maastricht Aachen Airport at the expense of the driver / owner.

5.5. Where do I park handling equipment?

Handling material for an aircraft must always be parked outside the relevant aircraft stand before the aircraft arrives. Make sure you always place the equipment in such a way that boarding and deboarding



passengers and other people are not hindered. Always pay attention to the directions of the Marshaller who is always in front of the plane.

5.6. How do I behave on an aircraft stand?

Aircraft stands are used to park and handle aircraft. However, not all rules apply always, so we describe three situations.

When the plane arrives

Always wait, together with your vehicles and other equipment (with the exception of the GPU), outside the red lines of the aircraft stand until the engines have been switched off and the (red) anti-collision light has gone out, after which the blocks have been placed. However, make sure that you never enter an aircraft stand without reason. It is also prohibited to park unnecessary equipment, vehicles or other objects on the aircraft stand. While parking, a Marshaller indicates how the aircraft should move, so this person is important. Therefore, never obstruct the view between the Marshaller and the aircraft. In addition, make sure that you never enter the clearance area (behind the 60cm wide red line) without the "general driving license" training and permission from the Airport Operations department or air traffic control.

While refuelling the aircraft

Refuelling is a critical process; it is therefore important that you always adhere to the following rules while within the refuelling zone within which the tanker is also set up:

- Never smoke, as smoking is not allowed on airside at all times.
- Do not use any handheld portable electronic devices such as a telephone, portable music player or headphones.
- Do not enter the aircraft refuelling zone unnecessarily, only if this is required for the performance of your work.
- Assume that as soon as a tanker is connected to the boarding point and its hoses, it will be refuelled.
- Do not run vehicle engines unnecessarily.
- Position all GSE and vehicles so that they do not block the escape route of tankers.
- Do not allow passengers to enter the aircraft refuelling area.
- Avoid using motorized GSE in the aircraft refuelling area.
- Do not park GSE in the aircraft refuelling zone.
- Park GSE at least 1 meter from any aircraft refuelling equipment.

When the plane leaves

Make sure to leave the aircraft stand immediately as soon as the (red) anti-collision light comes on. In addition, make sure that all equipment is parked outside the aircraft stand. You must leave the aircraft stand clean, so remove all garbage, waste and other (hazardous) substances. The GPU may be inside the aircraft stand as soon as the engine is started. Persons involved in the starting procedure of an aircraft engine are also excluded from this rule. In addition, never forget that only a push-back truck can drive up and down in line with the nose of the aircraft.

5.7. What rules are stated in the Dutch Working Conditions Law?

Employees from different companies and departments work on the platform. In addition, we also work at heights, with hazardous substances, with machines and with different types of vehicles. In addition, there is a high chance that you will be exposed to high noise levels. It is therefore important to be aware of the safety rules from the Working Conditions Law in order to prevent injury and damage as much as possible in this way. Your employer is basically obliged to provide clothing and materials (including personal protective equipment) that are mandatory for your work.



It is mandatory to wear high-visibility clothing on the entire airside. If you carry out work, it may be mandatory to wear other personal protective equipment such as hearing protection, safety shoes and any work gloves. It is always mandatory to wear hearing protection on the platform when there is a high level of noise exposure. At least these are the moments when one or more of the aircraft's engines are running or when the APU in the tail of the aircraft is activated.

Aircraft drive-in line

A solid yellow line. This line indicates the route for an aircraft to an aircraft stand.



Red clearance line

An uninterrupted red line 60cm wide. This line indicates the boundary between the aprons and the taxiways. With only limited driving training you may never cross this line.



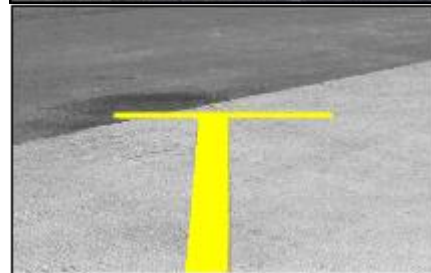
Aircraft stand

The parking space for the aircraft, drawn up by an apron letter + number.



Stop line

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



Fire extinguisher

A location for a fire extinguisher indicated by a red circle.





Road-Holding Position

Junction of a taxiway or runway with a perimeter road or platform indicated by white checkered lines and a stop line with the inscription "Stop".



Pedestrian crossing

Part of a road signposted with a pedestrian crossing where passengers and other pedestrians can cross.



Incident button

Button which can be pressed at the time of an incident or accident. When the button is pressed, a notification is automatically sent to Airport Operations, who in turn take further steps. Misuse will be punished.





6. In the terminal

6.1. Introduction

Rules apply not only to the apron and the other airside areas. Also rules have been established in the terminal so that in these areas too everyone works safely and people or goods are not endangered.

6.2. What are the rules in general?

Act as you should in the airside areas: make sure that other users of the airport do not disturb you. Examples of these misconducts are, for example, fighting, participating in gatherings, unnecessary imposition and creating disorder through challenging behaviour. In addition, always follow the instructions given by or on behalf of Maastricht Aachen Airport employees.

6.3. What am I absolutely not allowed to do?

There are certain actions that are absolutely prohibited. These are also described in the airport regulations, so read these rules carefully!

- You are not allowed to beg on the airport grounds.
- You are not allowed to lie or sleep in the public part of the airport.
- You may not abuse the facilities or use these facilities at an unintended time or destination.
- You are not allowed to take animals, substances or other objects with you that cause or can cause nuisance, danger, pollution, disturbance of the order or damage.
- You are not allowed to skate, skateboard, drive or cycle around in the public areas of the terminal.
- You may not consume alcoholic beverages outside of the designated catering outlets for this purpose.
- You should never use or be under the influence of an anaesthetic.
- Smoking is only allowed in designated areas.
- Do not enter the airport site or any part of it at a time when it is clearly closed or inaccessible.

In addition, there are activities that may only be performed after written approval from the management:

- Hold a collection;
- Affix billboards, posters or the like or advertise in any other way or perform any act of propaganda nature;
- Disseminate or arrange for events, demonstrations, public speeches, gatherings or entertainment to be distributed;
- Conducting commercial activities;
- Making audio-visual recordings other than for private use;
- Offering non-ordered taxi transport in any way whatsoever (actively and / or passively).

6.4. What does the company emergency service do?

The company emergency response team ensures that appropriate action is taken in the event of an incident such as a victim or a (small) fire. The emergency response team is managed from the Airport Operations department of Maastricht Aachen Airport and consists of security guards and people from the fire brigade. In addition, the various companies, such as the catering industry and shops, also have their own emergency response plan.

6.5. What should I pay attention to with regard to fire safety?

All emergency measures have already been taken by the fire brigade, however if they ask you to be extra alert, always follow these instructions. This can occur, for example, because the fire detection, fire alarm



or fire extinguishing equipment has been switched off or because it is not working properly. In addition, make sure that you report all fire-hazardous activities in advance to the Airport Operations department. Some basic rules are:

- Keep escape routes and emergency exits free of obstacles.
- Keep the extinguishers usable and accessible at all times.
- Only store hazardous substances in the designated or designated areas and only after permission from Maastricht Aachen Airport.
- Never block ventilation holes.
- Do not make an open fire or light candles and fireworks.
- Do not obstruct the closing of automatic fire doors, smoke doors and fire resistant roller shutters and emergency exits.
- Limit welding grinding and fire work as much as possible. If you do have to do this, always report this to the fire brigade in advance.
- Do not abuse 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 heads, fire alarms or emergency switches.

6.6. What should I pay attention to when I renovate or carry out maintenance?

You may be required to carry out renovations or maintenance on behalf of Maastricht Aachen Airport. In addition, make sure that fire alarms, fire alarms and emergency exits are always accessible.

Before the start of renovations and maintenance

- Obtain the correct permits / permission from the management, the airport operations department, fire brigade and security.

During renovation and maintenance

- Screen off the construction site efficiently and effectively.
- Use work equipment and materials correctly.
- Guarantee the physical separation between protected and publicly accessible areas;
- Provide emergency signs if the escape route signs are not visible during the work.
- Offer an alternative to blocked escape routes and make this visible with signs.
- If in doubt, contact the Airport Operations department.
- Clean up the area before leaving the workplace.
- Do not obstruct passenger flow.
- Do not leave tools, work equipment and materials unattended or unsecured.
- Remove construction waste yourself unless otherwise agreed.
- Do not use technical rooms as a storage place or as a workshop.
- Always close technical areas when leaving.

After renovation and maintenance

- Remove temporary provisions and restore the initial situation.

6.7. What rules apply to tenants and users of spaces?

Only use the space for the purpose and in the agreed manner as discussed in the rental contract and ensure that Maastricht Aachen Airport is notified if dangerous objects, hazardous substances and installations are stored in the rented spaces. In addition, consider:

- Take into account the permitted fire and floor load.
- Always make sure that fire extinguishers are easily accessible.



- In warehouses, the space between the sprinkler system and the goods, racks and cabinets placed underneath must be at least 1 meter, in the rest of the space it is 0.5 meter.
- You are responsible for the removal of waste and other surplus items.
- Keep escape routes clear and prevent fire hazards from litter.
- Only dispose of waste at the designated places.
- Subletting is not permitted without the prior written consent of Maastricht Aachen Airport.
- Never leave waste or superfluous items in corridors and other common areas.

6.8. How do I recognize an emergency button?

Fire alarm

Press the red button to report a fire.
Misuse will be punished.



Emergency door

Press the green button to open an emergency door. Note: this does not generate a fire alarm (the red buttons are generating the fire alarm)!
Misuse will be punished.





7. How do I act when?

7.1. Introduction

Different types of situations or incidents can occur at Maastricht Aachen Airport. Each of these deserves its own approach. This chapter explains what to do for each incident or situation.

7.2. What do I do in case of suspicious situations or objects?

1. Report the suspicious situation or object immediately to the airport Operations 043 358 97 50.
2. Report the nature and location of the suspicious situation or object.
3. Tell us your name and how you can be reached.

7.3. What do I do in the event of a fire?

1. Report the fire immediately via the fire alarm system or call the emergency number 043 358 99 00.
2. With the nature and location of the incident and whether there are any victims (if so, how many?).
3. Tell us your name and how you can be reached.
4. Help people in need but never put yourself in danger
5. Try to extinguish the fire
6. Always report via 043 358 99 00 if you have used an extinguisher or have found a defective extinguisher.

7.4. What do I do in the event of an accident?

1. Report the accident immediately on 043 358 99 00.
2. Report the nature and location of the incident and whether there are any casualties (if so, how many?).
3. Tell us your name and how you can be reached.
4. Help people in need but never put yourself in danger.

7.5. What do I do in the event of malfunctions and damage?

1. Report malfunctions and damage in the terminal immediately on 043 358 97 50.
2. Report the nature and location of the failure or damage.
3. Tell us your name and how you can be reached.
4. Always take care of your own safety, if you could be in danger immediately leave the place of the damage.

7.6. What do I do in the event of an incident or unsafe situation?

1. Report the incident or the unsafe situation immediately to the Operations airport 043 358 97 50.
2. Report the nature and location of the incident or unsafe situation.
3. Tell us your name and how you can be reached.

7.7. What do I do in the event of a liquid leak?

1. Report the leak immediately on 043 358 99 00.
2. Try to limit the leak but never put yourself in danger.
3. Do not drive or walk-through spilled fluids.



8. Sanctions

8.1. Introduction

Without rules, dangerous situations could quickly arise. It is therefore important that these rules are followed. If you do not follow these rules (i.e. violate them), there are sanctions. More about sanctions in this chapter.

8.2. What happens after a violation?

You will receive a written warning for each violation issued by:

- The Manager Airport Operations / Manager Safety or
- The Manager Security.

This depends on the type of offense you have committed. In addition, your employer will also receive a written copy of this within 5 working days. Your employer is then obliged to take measures to prevent a recurrence. Your employer will also have to explain this to Maastricht Aachen Airport. In addition, your warning will remain registered for a period of 1 year.

8.3. What happens after my third violation?

After your third violation, your access to all demarcated and protected areas will be blocked for at least 2 weeks. This means that you are not allowed to enter these areas during this time. You will then be heard, possibly together with your employer, by one or more managers who are named in 8.2. As a result they will determine a definitive period that you're no longer allowed to enter these areas. You and your employer will also receive written confirmation of this.

8.4. What happens after a serious violation?

After a serious violation, your airport pass can be taken immediately. You must then immediately report to one (or a combination) of the managers as mentioned in 8.2, together with your supervisor. Depending on the seriousness of the violation, this will immediately revoke access to the demarcated and protected areas so that you can no longer enter these areas. You will then, possibly together with your employer, be heard by one or more managers who are named in 8.2. As a result, they will determine a definitive period that you are no longer allowed to enter these areas. You and your employer will receive written confirmation of this.

Examples of serious violations

- Smoking on airside;
- Unauthorized use of towing, field or other privileges;
- Deliberate pollution;
- Using or being under the influence of alcohol and / or drugs;
- Gross negligence or gross negligence;
- Seriously endangering safety;
- Blocking escape routes and hiding escape route signs;
- Leaving dangerous tools or equipment behind unattended;
- Disabling or rendering inaccessible fire extinguishers or other means, present to protect the safety of persons and / or goods and
- Misuse of the airport pass.
- Etc.



8.5. Who hands out the sanctions?

At Maastricht Aachen Airport, Airport Operations basically monitor safety, they are authorized to detain you and to report incidents. Employees of this department, Airport Authority Officers, can be recognized by the yellow vests with the inscription "Authority" and the yellow vehicles with the inscription "Airport Authority". The security officers are also responsible for supervising security and will therefore report incidents of this nature.

The final sanctions will be determined by one of the managers as mentioned in chapter 8.2. They will talk to you, possibly in the presence of your employer, after which they will send you a written confirmation of the sanction within 5 working days.



9. More information

9.1. Introduction

You have read a lot of the important information. The last topics are (again) brought to your attention in this chapter.

9.2. What is fire hazard?

Fire at Maastricht Aachen Airport can have devastating consequences. Therefore, all risks must be avoided. One of the major risks is the flammability of kerosene fumes. These fumes hang around aircraft and are extremely flammable. That is why smoking is absolutely prohibited on airside, for example. Always report fire-hazardous activities to the port authority in advance.

9.3. What is FOD?

Plastic covers, cardboard boxes, garbage bags, pallets, coffee cups and candy packaging. These are examples of waste lying around on the platforms (Foreign Object Debris). And that causes many problems and possible damage (Foreign Object Damage). FPS can lead to serious accidents and serious damage. Of course, all that waste does not end up on the platform by itself. We do that (unfortunately) with all of us. We forget to clean up our waste or, worse, we just leave it. However, litter does not belong on the platforms but in the waste bins, so always follow the following rules:

- Always dispose of waste neatly in containers and bins;
- Close the lid of waste containers;
- Make sure that your handling equipment and waste cannot be blown away and
- Always cover the open parts (of trucks) with a net.

In short: Always clean up waste, close waste bins and containers properly.

9.4. Why should I watch out for birds?

Flocks of birds pose a risk to aircraft at runways. For example, they can end up in aircraft engines and that entails enormous dangers and risks. Birds are therefore not welcome at Maastricht Aachen Airport. Therefore, do not do anything that attracts birds: Do not throw leftover food on the ground, but in the waste bins and do not make any baiting noises.

9.5. What do I pay attention to when refuelling aircraft?

Major incidents can arise during the refuelling of aircrafts. These risks are only minimized by working safely. That is why it is important that everyone on the platforms adheres to the rules. Make sure that the refuelling service can operate without hindrance. This is particularly important in the aircraft refuelling zone. This is an area of 3 meters from the tank vehicles, couplings and vents.

9.6. What is the power of aircraft engines?

Running aircraft engines (recognizable by the flashing red or white Anti Collision Light) sometimes cause strong eddies due to the enormous thrust and suction force. You will soon be blown off your feet and containers and pallets will move spontaneously. In addition, all waste is sucked into the engines and vehicles can also be blown away. Always put your vehicle on the hand or parking brake as soon as you get out. Also take this into account if you work near an aircraft engine. Work at a safe distance and do not leave objects or equipment lying around.



10. Glossary

DAM Demarcated Area

Area located on airside for which the possession of an airport pass is mandatory.

AAO Airport Authority Officer

The person responsible for the day-to-day affairs at Maastricht Aachen Airport.

Anti Collision light

Red (or white lights) on and under an airplane. When these lights are flashing, the engines are on and you have to watch out for the strong wind.

AO Airport Operations

The department that forms the coordination centre for all airside users.

APU Auxiliary Power Unit

Power supply system on board an aircraft.

Baggage sorting area

Area where passengers' hold baggage is sorted after it has been checked by a security guard.

SRA (-CP) Security Restricted Area (-Critical Part) (Protected Area)

Area located on airside to which you can access after an airport pass check and security check.

Security guard

A person who carries out security checks on behalf of the airport and ensures that no prohibited persons and objects enter the demarcated and protected areas.

BHV Company Emergency Services

Organization of emergency workers who are trained to provide rapid and adequate emergency assistance in the event of a threatening situation or calamity. In this way, it is hoped to prevent or limit injury and / or material damage as much as possible.

FOD Foreign Object Damage

Damage to aircraft and equipment due to Foreign Object Debris (waste lying around).

FOD Foreign Object Debris (rondslingerend afval)

All non-airside objects such as plastic, packaging materials, tools, wood, etc.

GPU Ground Power Unit

Mobile system that provides power to parked aircraft.

Incident

Occurrence that disrupts security and / or order.

Clearance area

Space between the apron and the taxiways.

Landside

Area outside the fencing of the airport which is not part of a demarcated or protected area and is accessible to the public.

**Airside**

Area within the periphery of the airport that falls under demarcated or protected areas and is only accessible to authorized persons (in possession of an airport badge).

Marshaller

The person who directs the captain to park the aircraft. This is usually an Airport Authority Officer or someone from the Fire Department.

Accident

An occurrence (incident) in which a person has been injured or died or if something has serious damage as a result.

Fencing

Fence that indicates the boundary between the parts of the airport site that are accessible to the public (land side) and not (air side).

Safety

Preventing or reducing non-malicious threats to the airport, persons or its environment as a result of risks associated with logistics and production processes.

Security

Preventing or reducing wilful harm to persons, vehicles, aircraft or the airport.

Taxiway

Area where planes taxi and / or are towed.

FSZ Fuel Safety Zone

The area within 3 meters of the centre of all fuel system vents, fuel connections, hydration points, fuel hoses, and fuel trucks.

Terminal

The main passenger building of Maastricht Aachen Airport, including the arrivals and departures hall, the lounge and the restaurant.

Departure lounge

Protected area within the terminal in which only persons and passengers are located who have been screened.



11. Important telephone numbers

11.1. Emergencies

Fire

+31 (0)43 - 358 99 00

Accident

+31 (0)43 - 358 99 00

Environmental incident

+31 (0)43 - 358 99 00

Suspicious / unsafe situation

+31 (0)43 - 358 99 00

11.2. Regular

Airport Operations / Airport Authority Officer

+31 (0)43 - 358 97 50

Security control room

+31 (0)43 - 358 99 74

Manager Airport Operations / Manager Safety

+31 (0)43 - 358 97 53

Manager Security

+31 (0)43 - 358 99 60

Badge office

+31 (0)43 - 358 98 37

12. Map

