

RAI Amsterdam General Access Policy

The General Access Policy is designed to contribute to a safe and hospitable RAI Amsterdam, and applies to everyone on the premises or in the buildings. The policy also regulates access to various protected areas in RAI Amsterdam by making clear who can be in which area when and why.

Access to RAI Amsterdam is granted via entrances monitored by badge readers, physical checks and/or CCTV. RAI Amsterdam uses the Skywalker automated access security system combined with various types of access badges and keys. The RAI Amsterdam control room monitors this system and the CCTV around the clock, and manages physical security personnel when necessary. SLAs are in place detailing response times in the event of security system failures.

The starting point of the General Access Policy is 'functional necessity', which means that a person can only be eligible for a RAI Amsterdam access badge or key when they are employed by RAI Amsterdam or a company or supplier carrying out activities that contribute to the primary and/or secondary processes in the protected areas of RAI Amsterdam. The employer of the individual for whom the RAI Amsterdam access badge is requested is responsible for proving this functional necessity.

Having a RAI Amsterdam access badge is a condition for gaining access to the protected areas. In addition to being issued an access badge, individuals should be aware of the company emergency plan or relevant parts thereof.

Non-compliance with the General Access Policy can result in certain risks that may threaten the continuity of RAI Amsterdam. These risks include unauthorised access, crowd control risks, physical threats and other safety issues.

This document describes the main starting points and contents of the General Access Policy, the different types of access badges, the various forms of authorisation and the enforcement policy. The general terms & conditions and regulations remain applicable.

Secure & Safe

The General Access Policy complies with all prevailing laws and regulations. Some areas in RAI Amsterdam have a greater risk and are therefore subject to different occupational health (Arbo) legislation and regulations. Examples include maintenance activities related to Real Estate and the build-up and breakdown of events.

It is important for RAI Amsterdam to limit access to these areas and have a clear insight into who is in which protected area and for what purpose. This mainly applies to individuals who are not active in these areas on a daily basis.

Hospitable

Being hospitable is among the core values of RAI Amsterdam and one of the starting points of this General Access Policy. RAI Amsterdam aims to be an open and welcoming venue for its employees, clients, suppliers, visitors and other stakeholders.

Protected areas

The General Access Policy is focused on the security of designated protected areas in RAI Amsterdam which are categorised as follows:

- Public areas;
- Personnel areas;
- Secure areas;
- Organiser areas (rented space).

Public area

Public areas are those accessible to individuals involved in activities related to the facilitation of events. These areas are also accessible to organisers, exhibitors and visitors of events during opening hours if they have proper accreditation.

Personnel area

Personnel areas are those accessible to (temporary) employees of RAI Amsterdam and employees of suppliers who, in their function and activities, contribute to the primary and/or secondary processes of RAI Amsterdam. Non (temporary) employees and employees of suppliers can be granted supervised access to personnel areas by registering and being issued a (visitor) badge.

Secure area

Secure areas are those which are crucial to the continuity of RAI Amsterdam. They are only accessible to individuals who are there for functional necessity reasons. Their manager or employer must be able to prove this functional necessity. Secure areas include technical spaces, technical installations and the control room; commercial spaces can also be designated as such. Access to these areas is only granted with the permission of the space owner and after a check has been made by Safety & Security.

Organiser areas (rented space)

Organisers of an event need access to the spaces they have rented. All these rented spaces combined make up the organiser profile, which is linked to a RAI Amsterdam organiser badge. The organiser profile therefore depends on the configuration of the event.

Conditions

RAI Amsterdam will ensure that everyone who has access to a secure area:

- Has a RAI Amsterdam access badge with proper authorisation for the protected area in which they are found;
- Visibly wears the access badge when in a protected area or can be recognised as being authorised to be there;
- Is denied access to protected areas if they do not meet these conditions.

Holders of RAI Amsterdam access badges agree that:

- They will immediately present their badge upon request to be checked by security personnel;
- The use of the RAI Amsterdam access badge is strictly personal;
- They will immediately report any loss of their RAI Amsterdam access badge to their manager and the Safety & Security department.

Multiple cases of non-compliance with these conditions can lead to consequences such as losing authorisation or no longer being entitled to a RAI Amsterdam access badge in general.

The following access badges are considered valid proof of access by RAI Amsterdam:

1. RAI Amsterdam mifare employee badge with photo;
2. RAI Amsterdam mifare supplier badge with photo;
3. RAI Amsterdam mifare concession-holder badge with photo;
4. RAI Amsterdam mifare work badge with logo;
5. RAI Amsterdam temporary ultralight badge;
6. RAI Amsterdam ultralight temporary employee badge;
7. RAI Amsterdam build-up/breakdown badge;
8. RAI Amsterdam retired employee badge;
9. RAI Amsterdam mifare relation badge with photo;
10. RAI Amsterdam visitor badge;
11. RAI Amsterdam ultralight organiser badge;
12. An event-related exhibitor, visitor or other access badge or ticket.

Various authorisations can be granted for each access badge, giving the holder different rights.

Enforcement policy

Proper compliance with and enforcement of the regulations and procedures related to the issuance and use of RAI Amsterdam access badges is an essential precondition for ensuring responsible business operations in RAI Amsterdam. The company and its employees, suppliers, visitors, exhibitors, organisers, shareholders and stakeholders all have the same security interest in common.

Proper compliance is stimulated by thorough checks related to the use and possible misuse of the RAI Amsterdam access badge in secure areas. Multiple violations of the imposed conditions and/or regulations will lead RAI Amsterdam to apply a sanction policy towards both badge holders and their employer.

The main applicable regulations for the enforcement policy are as follows:

Holders of the RAI Amsterdam access badge

If the RAI Amsterdam access badge goes missing (due to loss, theft or failing to return at the end of employment), or visible mechanical damage to the badge makes it unreadable or unusable, the costs of the badge can be claimed back from the holder or their employer. Sanctions such as the non-issuance of a RAI Amsterdam access badge may be imposed should these issues arise on multiple occasions within a given period.

Holders of a RAI Amsterdam access badge are obliged to immediately report any loss to the Safety & Security department.

Misuse such as transferring the RAI Amsterdam access badge to another individual will always result in the (temporary) retrieval of the badge by the Safety & Security department, with notification to the direct manager and/or employer.

Misuse of the RAI Amsterdam access badge for criminal purposes, such as theft, will always result in the immediate retrieval of the badge. RAI Amsterdam will always file a police report if criminal acts are involved.

Holders who fail to comply with the duty to wear their badge will be addressed by Safety & Security department personnel. The manager and/or employer will be informed if this happens multiple times. The RAI Amsterdam access badge may be (temporarily) retrieved by the Safety & Security department if an individual consistently fails to visibly wear it.

For employers

Badges will not be issued if incorrect information is provided on the application for a RAI Amsterdam access badge. Should this occur on multiple occasions within a certain period, employees of the relevant employer will no longer be issued with RAI Amsterdam access badges. RAI Amsterdam retains the right to not grant any further RAI Amsterdam access badges to the employer's personnel if this situation continues to occur, and the Procurement department will be notified accordingly.

Employers are expected to provide accurate information with regard to the personal details and contracts of all personnel provided with a RAI Amsterdam access badge. In case of non-compliance, sanctions such as limiting the validity of future access badges or the cancellation of badges already issued to the employer's personnel may be in order. In extreme cases, the agreement between RAI Amsterdam and the supplier may be ended.

Evaluation of the General Access Policy

The General Access Policy is evaluated annually for actuality and applicability in order to assess its effectiveness. This evaluation is the responsibility of Safety & Security. Evaluation meetings with internal and external stakeholders in order to build a proper picture of the efficiency of the General Access Policy and whether any adjustments or changes are required. This should result in the General Access Policy being adapted to the PDCA cycle, which contributes to the continual improvement of processes. This method goes under the name Learning Organisation within RAI Amsterdam.