Tenant Handbook

1 JANUARY 2025

WORLD TRADE CENTER® AMSTERDAM / THE PLACE TO CONNECT

CONTENTS

1. GENERAL

1.1. Management WTC Amsterdam

WTC Amsterdam is managed by CBRE Property Management. Our management office, located on the 2nd floor in tower G, is open on working days from 08:30 to 17:00 hours.

CBRE Property Management
Strawinskylaan 1
1077 XW Amsterdam
The Netherlands
Telephone: +31 20 575 9111
E-mail: management@wtcamsterdam.com

1.2 Important telephone numbers

The following telephone numbers apply to WTC Amsterdam:

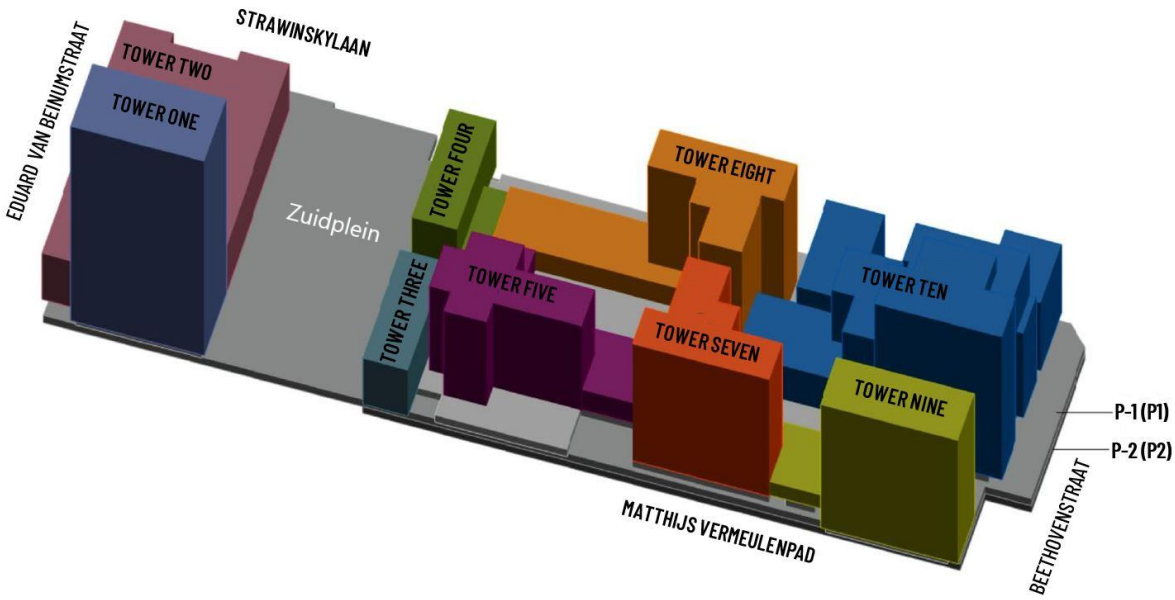
Description		Telephone
General emergency number (fire, police, ambulance)	Emergencies	112
WTC emergency number	Emergencies	+31 20 575 3333
Management WTC Amsterdam	CBRE Property Management	+31 20 575 2000
WTC Servicepoint	Service requests	+31 20 575 2000
WTC Security	Non urgent situations	+31 20 575 2002
WTC Security	Back-up in case of power failure	+31 6 309 343 57

For emergencies such as fire or medical assistance, first call 1-1-2 and then the WTC Emergency Number.

1.3 Access

Opening hours

WTC Amsterdam is freely accessible from Monday to Friday between 06:30 and 20:00 hours. Specifically for the hospitality facilities, the entrance at Zuidplein is open until 01:00 at night. All entrances are closed on weekends and public holidays.



Access after hours

The entrances to the building and the parking are equipped with card readers and intercoms. If desired, an access card can be requested via the WTC Servicepoint. For security reasons, access cards expire after more than one month of non-use. Without an access card, access can be requested at WTC Security using the intercom. WTC Security only grants access to employees of tenants and visitors who have registered in advance. WTC Security will under no circumstances grant access to rented spaces, unless this has been laid down in a separate agreement between the tenant and WTC Security.

Entrances and exits

The pedestrian entrances are located at Zuidplein, Strawinskylaan, Eduard van Beinumstraat and Beethovenstraat. The entrance on Strawinskylaan is accessible for taxis and chauffeur-driven cars. The entrance on Zuidplein provides access to Amsterdam Zuid station. Deliveries by couriers and transports from tenants go through the loading and unloading platforms. Towers One and Two are accessible via the loading platform at E. van Beinumstraat. All other towers are accessible via the loading platform on the Matthijs Vermeulenpad. See chapter 6 for more information about transports and removals.

Disabled access

People with mobility disabilities can reach WTC Amsterdam via Zuidplein, Strawinskylaan, Eduard van Beinumstraat and Beethovenstraat. Disabled parking spaces are available in the parking garage on level P1.

Access to the parking garage

The parking garage is accessible 24 hours a day, seven days a week.

Leaving the building after hours
A push button is located next to all exits to leave the building without the intervention of WTC Security.

1.4 Public holidays

The WTC Amsterdam is closed on the following public holidays:

- New Year's
- Easter Sunday
- Easter Monday
- King's Day
- Ascension Day
- Liberation Day (every five years)
- Whit Sunday
- Whit Monday
- Christmas Day
- Boxing Day

On these days, WTC Security only grants access to persons who have registered in advance. For information on registering employees or visitors, please contact the WTC Servicepoint via info@wtcservicepoint.com or by telephone at +31 20 575 2000.

1.5 Reception

WTC Amsterdam has four reception desks for general questions, issuing access passes and item loan service such as telephone cables, bike repair material and table tennis items. See chapter 2.10 for more information regarding the item loan service. The reception desks are open on weekdays from 08:30 and 18:00. Reception staff does not accept documents, packages or other property intended for tenants and/or tenants' staff.

1.6 Service charges

The tenancy agreement states that advance service charges are charged periodically in addition to the rent that is due. Service charges are the costs for supplies and services that the landlord, on behalf of and at the expense of the tenants, provides or contracts third parties for. Service charges arise from the use of a building and are generally related to shared elements and are managed and charged by the landlord.

In general, fixed (non-deductible) service charges are charged to storages, 'all-in areas' and for tenants who make use of the earlier availability for finishing and fitting out of the rented space. For these cases no service charge settlement occurs.
In all other cases a system of advance payments with final settlements is used to administer the service charges. This means that an advance payment amount is determined on the basis of a budget and is charged in parallel with the rent. At the end of each calendar year, we settle the balance between the actual costs incurred and the prepaid advances. The general service charges are distributed pro rata to the area rented as well as to the rental period. The service charges for all periods of vacancy are fully borne by the Landlord.

1.7 Photo and film

WTC Amsterdam is a photogenic building and rules apply to taking photos and film. A full description of these rules can be found in chapter 6 of the WTC Rules and Regulations. Please see https://wtcamsterdam.com/en/building/tenants/

1.8 Smoking

Smoking and the use of e-cigarettes are not permitted in WTC Amsterdam. This means that there is no smoking in the common areas, offices, shops, storage areas, hospitality establishments, and in the parking garage. Smoking directly in front of the entrances to the WTC complex is also not permitted.

2 SERVICES

2.1 Service request

The WTC Servicepoint is the first point of contact for service requests. For fast and efficient handling of a service request, we advise you to use the online work order system wtca.facilitor.nl It is also possible to pass on requests by e-mail via info@wtcservicepoint.com or by calling +31 20 575 2000.

All emergencies, such as leaks, power failures, etc., are handled immediately. For other matters, such as request about climate control, lighting, waste collection or technical support, we aim to respond within 24 hours. In case of a request that requires some investigation, such as a quotation, we aim to respond within 10 working days. Outside normal office hours, WTC Security shall handle emergency reports. For this purpose, the telephone of the WTC Service Point is forwarded to the control room of WTC Security after closing time. Please note that WTC Amsterdam employees are expressly instructed not to accept documents, packages, or other property intended for tenants and/or tenants' personnel. For a Facilitor login please contact WTC Servicepoint.

2.2 Waste & recycling

Definitions

Daily waste
Waste from a tenant that is generated during the daily use of an office or retail space.

Non-daily waste
Incidental waste from a tenant that arises when using an office or retail space such as confidential documents, electrical equipment and everything that is released during renovations, refurbishments and/or clean-up actions, etc. Non-daily waste is disposed of on request.

Separated waste
Waste that is separated in one of the following components: plastic & drink cartons (PD), food waste, cardboard cups, paper/cardboard/glass, small chemical waste, metal and/or Nespresso cups.

Residual waste
All waste that is not separated.

Procedure

Waste in WTC Amsterdam is collected daily on working days. With a few exceptions, these are modest amounts per day, but the total amount of waste from more than three hundred tenants is enormous and has a significant impact on the environment. For this reason, we ask you to deliver your waste separately. This makes recycling possible and benefits not only for you, but also for the environment. Because WTC Amsterdam as a landlord has no direct influence on your internal

business operations, a system has been introduced that rewards the separation and reduction of waste.
The costs for collecting and processing waste from a rented space are not part of the service costs. WTC Amsterdam has contracted a supplier for the daily collection and processing of waste from tenants. If a tenant makes use of this, the costs will be charged directly by the waste collection service to the tenant in question.

Collecting and processing waste on a daily basis
The principles for the collection and processing of daily waste are as follows:
- We ask you to separate waste as much as possible.
- Waste is weighed immediately upon collection.
- Residual waste is charged per kilogram to the tenant where this waste was collected.
- No costs are charged for the collection and processing of separated waste.
- In order to be eligible for the 'free' collection of separated waste, your entire waste stream must be handled by the WTC Amsterdam.
- The rate per kilogram of residual waste is evaluated annually and adjusted if necessary.

Collection and processing of non-daily waste
For the collection and processing of non-daily waste, please make an appointment via WTC Servicepoint and the costs depend on the type and amount of waste.

Others
- In order to determine the contents of a waste bag, separated waste must be delivered in a transparent waste bag.
- It is not allowed to store waste outside your office or retail space.
- Individual waste reports are available via a portal of the waste collection service and for a login please contact the WTC Servicepoint.
- For tenants in Suite Offices (5th floor Tower Seven), the cost of waste is included in the monthly rent.

WASTE SEPARATION GUIDE
HOW TO RECYCLE

PD
Free
- Plastic caps
- Plastic bottles
- Drinks cartons
- Plastic bags
- Plastic containers
- Chips bags

ORGANIC
Free
- Tea bags
- Coffee grounds
- Coffee pads
- Food
- Vegetables and fruit
- Egg shells

CARDBOARD CUPS
Free
- Cardboard cups

PAPER
Free
- All kinds of paper and cardboard

GLASS
Free
- Glass bottles
- Jars
- Drinking glasses

CHEMICAL
Free
- Batteries
- Toners
- Cartridges
- Pens
- Ink

METAL
Free
- Metal lids
- Crown caps
- Drink cans
- Food tins
- Aluminium plates/containers

RESIDUAL WASTE
€
- Day-to-day waste produced by normal office use and not suitable for recycling and reuse by the components mentioned on this poster

Garbage bag
To be able to determine the contents of a garbage bag, waste must be supplied in a 'colored' transparant garbage bag.

Please contact WTC Servicepoint for all other waste streams such as:

Paper confidential; All kinds of paper

Bulk waste; Tables, chairs, carpet, cabinets, pallets etc.
Elektrische apparaten; Computers, printers, scanners, monitors, radio's, coffee machines, tv's etc.

2.3 Cleaning

WTC Amsterdam has an extensive cleaning program for the maintenance of the common areas, such as entrances, elevators, sanitary facilities, halls, etc. With the exception of public holidays, all common areas are maintained at a predetermined quality level from Monday to Friday. On Saturdays, there is a limited cleaning program with a focus on the entrances and central halls on levels 1 and 2.

2.4 Window cleaning

The facades of the WTC complex are periodically cleaned in accordance with the following frequencies:

- external facades four (4) times a year
- internal facades common areas two (2) times a year

To carry out these activities, the window cleaners use facade/gondola installations, aerial work platforms, and scaffolding.

2.5 Pantries & showers

There are communal pantries in the corridor areas of Towers A, B, C, and H. If available, you can use lockable kitchen cabinets. It is not permitted to leave products, such as soap, etc. in the pantry, unless they are stored in your own kitchen cabinet. There are communal shower rooms in both Tower Two (1st floor), Tower Eight (2st floor) and Tower Ten (1st floor).

2.6 Lost & found

All found items are kept for 90 days. After 90 days, the found item will be donated to a local charity or otherwise disposed of. For questions about found items or to drop off found items, please contact the WTC Servicepoint at info@wtcservicepoint.com or +31 20 575 2000.

2.7 Pest control

WTC Amsterdam provides a package of measures for pest control in the common areas. Periodic inspections are carried out and various methods are applied to prevent pests in and around the building. The prevention and control of pests in rented spaces are the responsibility of the tenant.

2.8 Mail

Every tenant in WTC Amsterdam has a mailbox for receiving mail. Couriers will deliver parcels directly to your office. Unmanned drop-off points for stamped mail can be found in Tower B (2nd floor), Tower H (1st floor), and Tower I (1st floor). PostNL collects this mail on working days between 18:00 and 18:30 hours.

MYPUP offers an unmanned Pick Up Point (secure lockers) in Tower Two (1st floor) and Tower Eight (2nd floor) for receiving, returning, and sending mail and parcels. The following services are available:

- Sending and receiving regular mail and parcels.
- Sending and receiving registered mail and parcels.
- Sending insured parcels.
- Send to Freepost numbers.
- Sending and receiving urgent parcels.

For more information or to create an account, go to www.mypup.nl

2.9 Borden en stickers

WTC Amsterdam wants to keep the appearance of the building as uniform as possible. For this reason, the landlord takes care of the name indication of tenants in the common areas, such as in the lobbies and near the elevators. All other name indications and/or advertisements that are visible from the common areas or from the public road must be approved in advance by the landlord.

2.10 Item loan service

For tenants in WTC Amsterdam, the following loan items are available at the reception desks.

- Mobile phone charging cables
- Sewing kit
- Bicycle repair kit
- Tool set
- Table tennis bats

Is your car's battery empty? You can borrow a jump starter from WTC security. This is a device with a built-in battery and cables.

2.11 Additional services for tenants

For tenants in WTC Amsterdam it is possible to make use of the following additional services:

Facility services

- Security
- Cleaning
- Waste management
- Hospitality
- Landscaping
- Coffee
- Water dispenser
- Office support
- Moving support
- Mobility
- Pest control
- Catering

ICT

- Internet
- Mobile telephony
- Digital television
- IT management
- Cabling
- Cloud services

Technical services

- Maintenance
- Inspections
- Access control
- Fire safety

Maintenance, design, and renovation

- Maintenance
- Inspections
- Access control
- Fire safety
- Renovation and remodeling
- Office design and furnishings
- Project management

If you have any questions, please contact WTC Servicepoint via info@wtcservicepoint.com or by calling +31 (20) 575 2000.

3 TECHNICAL SERVICES

3.1 Indoor climate

The climate systems for cooling, heating and ventilation of the offices are fully operational from Monday to Friday – excluding public holidays – during the opening hours of the building. For energy conservation purposes, these systems operate at a lower setting outside regular opening hours, on weekends and holidays.

3.2 Individual electricity consumption

The individual electricity consumption includes the electricity consumption of all equipment and lighting in the rented spaces. This is registered per floor by a centrally installed consumption meter. The allocation of individual electricity consumption is based on the following principle:

- Tenants on levels 1 and 2 are provided with their own consumption meter.
- On all other floors, the consumption of the floor will be divided proportionally among all tenants on the respective floor, taking into account the rental period and rented area.

For tenants, who use equipment with higher than average energy consumption and/or of a certain size, an individual consumption meter will be installed.

3.3 Emergency power supply

Except for Tower Ten, all towers have a central emergency power supply. This central emergency power supply only supplies power to the primary installations, such as lifts, emergency lighting, fire alarm system, etc. There is no central emergency power supply available in the offices.

3.4 Lighting

In the context of energy saving, the lighting in the offices (with the exception of the shops) is controlled by motion sensors.

3.5 Telephone, internet and television

Telephone and internet

WTC Amsterdam has outsourced the responsibility for the installation, maintenance, and clean-up of all voice and data services from the area where all telecommunications enter the building to the rented spaces to Building Connect. The responsibility for all telecom installations in the office spaces lies with each individual tenant. The tenants are also free to choose a telecom provider. Read more about cabling and applications in the section below.

TV

For a TV connection, tenants can use IPTV (internet protocol television). There is no cable connection available in WTC Amsterdam.

Mobile coverage

Except Tower Two, all towers in WTC Amsterdam are equipped with a Distributed Antenna System (DAS) to enhance the mobile coverage of KPN, T-Mobile, and Vodafone.

Cabling

Since the new construction in 1985, many hundreds of kilometers of cabling have been installed in WTC Amsterdam by a large number of parties, whether on behalf of tenants or not. To prevent proliferation, it was decided to keep centralized records and to structurally check the quality,

safety, and documentation of cables and routes. Building Connect has taken on the directive role for all cabling activities in public areas (all areas not being the contiguous rented spaces of the tenant).

This means that all cabling work, such as (but not exhaustive): fiber optic cabling and UTP cabling to and between spaces of tenants, may only be carried out under the direction of and after approval from Building Connect. The same applies to the installation, removal, or implementation of changes to or of active components (such as amplifiers, extenders, etc.) that relate to the above cabling.

Every tenant in the WTC Amsterdam has a free choice of (internet) provider, provided that this provider complies with the application conditions stated below. The responsibility for the application always lies with you as a tenant (hereinafter also referred to as the applicant) for both the construction and removal of this cabling.

Request cabling

A request can only be submitted by a tenant, all work is carried out on behalf of and at the expense and risk of the tenant. Any costs will be charged to the tenant, where in many cases it appears that these costs can be passed on to, for example, the internet provider supplying the line, As a tenant, you must coordinate this yourself with your internet provider, this is not done via Building Connect and/or CBRE.

Request for fixed vertical cabling (backbone of telecom and ICT).

This concerns the vertical Cat5 and fiber optic backbone cabling which is the property of Owner. Building Connect will independently assess and possibly approve requests regarding adjustments or use of the backbone. With respect to this backbone, adjustments may only be made by or on behalf of Building Connect.

Other requests related to:

1. Separate ICT cabling (which is laid next to the backbone or via another route);
2. For providers there are designated areas in the building from which the relevant cabling can be brought to the rented property
3. Empty pipe sleeves;
4. Antenna installations at or on the complex;
5. Satellite dish installations at or on the complex.

These requests will be further assessed by Building Connect and submitted to CBRE for approval. The conditions, under which permission may be granted, are determined by CBRE, taking into account any conditions desired by Building Connect.

With these requests, it is possible that the implementation is provided by third parties under the direction of Building Connect or by Building Connect itself. However, the recording of the activities and inspection after implementation is done by Building Connect, at the expense of the applicant.

Submitting requests

Requests for all cabling work can be submitted to the Building Connect service desk via sales@buildingconnect.nl or +31 85 237 1100. The application requires at least the following information:

- The applicant (tenant) on whose behalf the work is to be performed;
- The type and number of cables;
- The route (plan drawing, possibly supplemented with cross-sections);
- Which ducts will be used for cabling;
- The purpose of the cabling;
- The intended labeling method;
- The intended date of performance of the work

A request must be submitted at least three working days prior to the intended date of performance. After receiving the request, Building Connect will assess it and approve it within two working days after receipt of the request or respond substantively with a number of follow-up questions and/or comments.

If a request requires approval from CBRE, the request will be approved or a substantive response will be given within four working days. If you do not have the technical expertise to provide all the above information, Building Connect can carry out an inventory on the basis of subsequent calculation and possibly carry out the construction for you on your behalf after issuing a quotation.

During and after the work has been carried out, Building Connect will inspect and assess the work performed. After assessment and acceptance, Building Connect will document the new or changed routes. In order to be able to perform the directive role correctly, access to the relevant areas, shafts, etc. is only permitted under the supervision of or after permission from Building Connect.

Building Connect will charge the requesting tenant for the work it has carried out on the basis of subsequent calculation, at its regular and competitive rates. These rates can be found at www.ndi.nl/uurtarieven.

- Each applicant receives an indication of the costs in advance.
- Settlement takes place on the basis of actual costs incurred.
- The repair or sealing of fire-resistant seals at penetrations on fire separations will always be provided by Building Connect after the inspection at the expense of the applicant and updated in the logbook.
- Building Connect is authorized on behalf of the Owner to remove all cabling that has been installed without assessing the application for laying this cabling and/or without quality testing by Building Connect. The costs of this are passed on to the tenant who is responsible for the illegally installed cabling.
- Both Building Connect and the owners do not accept any form of liability in the event of indirect or direct consequential damage and/or trading loss.

3.6 Renovations and constructions

In accordance with the WTC Rules & Regulations, there are rules attached to renovation work and renovations. Please see www.wtcamsterdam.com/en/building/tenants/ for more information about, for example, making changes to the rented space, fire-hazardous work and causing nuisance.

4 SAFETY

4.1 Security

Security is present in WTC Amsterdam 24 hours a day, 7 days a week. In the event of a life-threatening situation, first call 112 and then immediately call the emergency telephone number of WTC Security. Use the emergency number to report an emergency in or around the building. For all other situations, WTC Security can be reached via the non-urgent number.

WTC Security - Emergency Number : +31 (20) 575 3333
WTC Security - Non-urgent Situations : +31 (20) 575 2002

In the event of a large-scale calamity, such as an evacuation, the priority of WTC Security lies in communication with the WTC emergency team, communication with the emergency services, and operating the safety installations. In these situations, the telephone accessibility of WTC Security decreases. In the event of an evacuation, follow the instructions relayed over the public address system and only call for assistance in dealing with the calamity. For personal contact, the WTC Security control room can be reached via Tower C, 1st floor.

4.2 Crisis communication

In the event of an emergency, WTC Amsterdam has the following means of communication:

- Evacuation alarm (automatic or manual)
- Public Address System (for non-standard announcements)
- WTC Amsterdam Emergency Update App
- WTC Facility Flash (e-mail)
- WTC BHV group chat (WhatsApp)

The WhatsApp group will only be used during office hours.

The WTC A'dam Emergency Update App is free and available for iOS and Android. The app can only be used for sending updates during the handling of a calamity. This app is not used for sending an evacuation alarm.

4.3 Contact list in case of emergencies

Keeping contact details up to date is invaluable in an emergency. For this reason, we ask you to upload your contact details to wtca.facilitor.nl, the WTC online registration and reporting system. These contact details will also be used for forwarding important information, such as tests of the emergency power supply, fire alarm system, etc.

4.4 Company emergency services

Every employer is responsible for the safety and health of its employees in accordance with the Occupational Health and Safety Act. For tenants in the WTC Amsterdam this means the following:

- Each tenant must have its own in-company emergency response team.
- Each tenant is responsible for drawing up his own in-company emergency response or evacuation plan.
- Each tenant is responsible for selecting a meeting place in the event of an evacuation.
- During an evacuation, tenants' emergency response officers check at all times whether no persons are left behind in the communal areas on their own floor, such as corridor areas, elevator lobbies, walkways and/or restrooms.

4.5 WTC Emergency Team

In the event of an emergency, the WTC Emergency Team is the main contact for emergency services and provides coordination and communication. The WTC Emergency Team is only present on working days during office hours. WTC security is 24/7 present.

4.6 WTC Emergency Plan

WTC Amsterdam has a WTC emergency plan with the aim of achieving a joint WTC emergency response organization in cooperation with all tenants. Because working together only has advantages: together we know more, we feel responsible for each other and we help each other. A copy of this can be requested via WTC Servicepoint.

4.7 Check public address system and fire alarm

As a check, the public address system is tested every last Monday of the month at 16:00 hours. If the alarm and/or the spoken text cannot be heard properly, we ask you to report this to the WTC Servicepoint via info@wtcservicepoint.com. Inspection of the fire alarm system (smoke detectors, sprinklers, automatic controls, etc.) is carried out periodically and communicated in advance via the WTC FacilityFlash.

4.8 Evacuation drill

WTC periodically provides emergency response meetings for tenants and an annual joint evacuation drill. During the evacuation drill, a real fire alarm is used and all persons must leave the building through the emergency exits. In accordance with the Dutch Health and Safety legislation, every employer/tenant organizes an evacuation drill for its own staff at least once a year. This can be done by participating in the joint WTC exercise or by organizing a separate exercise at a time and date of your choice. Is the latter the case? Then we ask you to inform the WTC Servicepoint in advance.

4.9 Fire prevention

Good fire prevention is an important part of fire safety in the WTC complex.
Consider the following:

- Always keep the doors to the stairwells closed.
- Keep stairwells, portals, corridors, and exits free of obstacles.
- Do not smoke. WTC Amsterdam is non-smoking.
- Avoid careless storage. Do not block sprinkler systems and do not place objects within 45 cm of the ceiling in areas with sprinklers.
- Do not exceed the capacity of electrical outlets.
- Make sure you know what to do in case of a fire.

4.10 Bomb threat

Do you receive a bomb threat by telephone? Stay calm. Listen carefully and do not interrupt the caller. If possible, write down the phone number. Ask the caller questions such as: Where is the bomb? What time will the bomb go off? What kind of bomb is it? Why are you doing this and who are you?

Write down as much information about the conversation as possible:

- Try to note exactly what the caller is saying and make notes about the caller's voice.
- Note, for example, whether it is a man's or a woman's voice, young or old, nervous or calm, or whether the voice has certain characteristics.
- Note background sounds, such as music or traffic.
- Note when the phone call starts and ends.
- As soon as the call has ended, call 112 and then the WTC emergency number: +31 (20) 575 3333.

- Follow the instructions of the WTC Emergency Team or the emergency services. If you received the bomb threat by letter or e-mail, do not throw away the letter or e-mail and notify the WTC Emergency Team or the emergency services on site.

4.11 Suspicious persons and packages

If you encounter a suspicious person or a stranger on your floor and you dare approach this person, ask if you can help.
If the person has a valid reason for his/her presence, he/she will provide an explanation.
If the person refuses to explain or if you do not dare to approach this person, report this to WTC Security via the emergency number +31 (20) 575 3333. Provide a description of the person, indicate where the person is located or where he/she was seen last and in which direction he/she was going. Security will take immediate action on this.

If you find a suspicious package in your office or in a public area, do not assume it is harmless. Do not touch the package, leave the room and contact WTC Security via the emergency number +31 (20) 575 3333.

If you receive a package with suspicious contents, do not touch the contents. Cover the package if it is safe to do so. Make sure no one comes near the package and that no one enters or leaves the room. Call 112 and then WTC Security via the emergency number +31 (20) 575 3333. Follow the instructions of WTC Security or the emergency services present.

4.12 Medical emergencies

If a medical emergency occurs in your vicinity, stay with the patient and try to put the person at ease. Ask for help from your own company emergency officer and have someone call 112. Inform WTC Security via the emergency number +31 (20) 575 3333 for receiving and guiding the emergency services. Describe the location and medical condition of the patient.

4.13 Power failure

If you notice a power failure, inform the WTC Servicepoint by calling +31 20 575 2000. Remain calm and stay at your location and wait for more information. Do not use a candle or lighter to illuminate. Use your mobile phone's flashlight if necessary. If you leave the office, use the emergency stairs.

4.14 Elevators

In the event of a fire, the elevators in the relevant tower are automatically and simultaneously sent to the first floor. There they remain with the doors open. Each tower has at least one firefighter elevator. This elevator can only be operated with a special key and is connected to the emergency power supply of the building. In the event of a power failure, the elevators in the relevant tower are sent to the first floor one by one. As a result, there is no danger of overloading the emergency power supply.

4.15 Instruction in case of an emergency

In case of an emergency, call the emergency services as soon as possible. In a life-threatening situation, first call 112 and then WTC Security via the emergency number +31 (20) 575 3333.

Accident

- Call 112 and report the location and details of the accident.
- Call WTC Security via the emergency number +31 (20) 575 3333.
- If possible, provide first aid. Do not leave the person alone.
- AEDs are available in the Central Hall, Corridor, lobby H/I, and on the Facility Square.

Fire

- Call 112 and report the location and details of the fire.
- Call WTC Security via the emergency number +31 (20) 575 3333 or activate a hand-operated fire alarm.
- Try to extinguish a small fire yourself. Your own safety comes first.
- Leave the office via the emergency exit. Never use the elevator.

Evacuation

- If you hear the alarm, keep calm and switch off all electrical appliances.
- Leave the office via the emergency exit. Never use the elevator.
- Go to your company's assembly point.
- Wait for instructions from your emergency response officer.
- If you need help, approach your company emergency response officer, the emergency services (fire brigade, police, or ambulance), or the WTC Emergency Team.

Stuck in an elevator

- Remain calm. An elevator cannot crash down and there is sufficient oxygen available.
- Press and hold the intercom button for a few seconds or call WTC Security via the emergency number +31 (20) 575 3333.
- Never try to get out of the elevator yourself.

Keep an eye on the WTC Amsterdam Emergency Update App to find out when it is safe to re-enter the building.

5 PARKING

5.1 Parking facilities

WTC Amsterdam has an underground parking garage with two floors (P -1 and P -2) and a parking level at ground floor level (P0).

Opening hours: Monday to Sunday - 24/7

Maximum clearance height P-1 and P-2: 1.85 meters

Maximum clearance height P0: 2.32 meters

Services

- Electric charging stations
- Disabled parking spaces
- Elevator (access to parking level P1 only)

Payment methods

- PIN
- MasterCard
- Visa
- Diners Club International
- American Express
- V-Pay
- JCB

5.2 Access

Collecting a vehicle after closing time: use the card reader next to the entrance to the parking garage. Leaving the vehicle after closing time: use the intercom next to the exit of the parking garage. Always take your ticket with you when leaving the car.

5.3 Manage parking passes

Every tenant who uses the parking garage gets access to a digital environment for managing their own parking passes and license plates, the so-called 'Firmbase' portal. Don't have a login for the Firmbase portal yet? Please contact the WTC Servicepoint.

5.4 Visitor parking on account

It is possible for tenants to have the costs of a visitor's tickets credited to their account. To do this, the visitor ticket must be validated via the Firmbase portal (on account). After validation, the visitor can leave the car park without paying for it.

5.5 Parking garage safety

The WTC parking garage consists of a number of fire compartments, which close automatically in the event of a fire alarm. After a fire compartment has been closed off, switch off your vehicle and take the emergency exits on foot to exit the parking garage. Next to the escape doors is a green button for opening escape doors. Press the button and open push the door open. For safety reasons, it is not permitted to enter the parking garage on foot or by bicycle/moped.

6 TRANSPORTATION

6.1 General

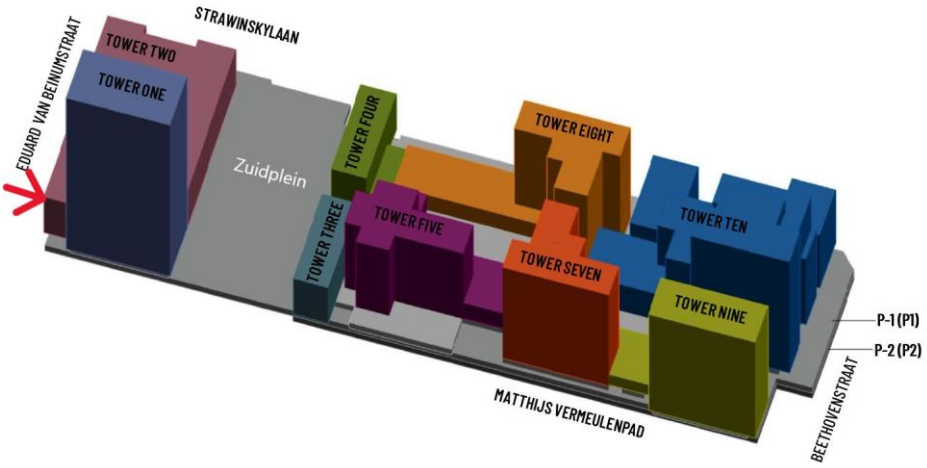
In accordance with the WTC Internal Rules & Regulations there are rules associated with the transport and removals in WTC Amsterdam. Please see
www.wtcamsterdam.com/en/building/tenants/

6.2 Use of loading and unloading platforms and cargo lifts

The loading and unloading platforms, the transport corridors and the cargo lifts are used for large deliveries, such as (trolleys with) building materials, office supplies, furniture, etc. It is not allowed to transport these items through the main entrances and general lobbies. Tenants or their suppliers who use a loading and unloading platform must report upon arrival to WTC Security in Tower C, 1st floor. Vehicles may use a loading and unloading platform for a maximum of 15 minutes. WTC Security is not authorized to sign for deliveries from tenants.

6.3 Transport route Tower One

For transports to and from Tower One, the loading and unloading platform at Eduard van Beinumstraat and the cargo lift can be used.



Specifications cargo lift WTC loading platform E. van Beinumstraat:

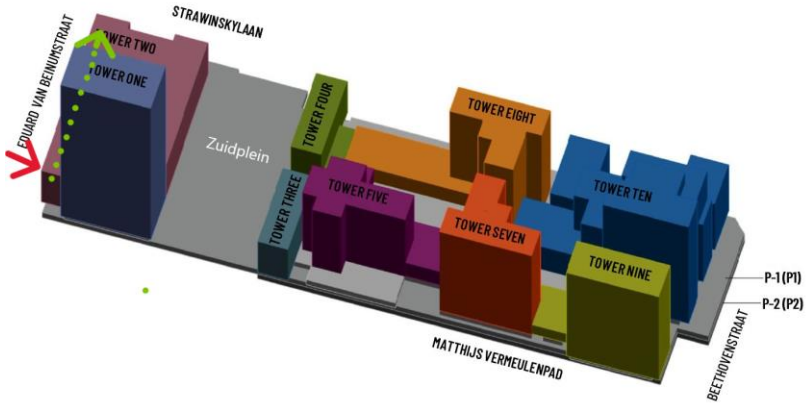
- Key-operated
- Lifting capacity: 2,500 kg
- Elevator door dimensions: 140 x 210 cm (width x height)
- Elevator cabin dimensions: 175 x 266 x 200 cm (width x depth x height)

Specifications cargo lift Tower One

- Key-operated
- Lifting capacity: 1,800 kg
- Elevator door dimensions: 140 x 210 cm (width x height)
- Elevator cabin dimensions, closed ceiling : 235 x 136 x 243 (width x depth x height)
- Elevator cabin dimensions, open ceiling: 235 x 136 x 284 cm (width x depth x height)
- Width moving ceiling 43 cm
- Width and depth of the elevator cabin near the handrail : 218 x 127 cm

6.4 Transport route Tower Two

For transports to and from Tower Two, the loading and unloading platform at Eduard van Beinumstraat, the underground transport corridors, and the cargo lifts can be used.



Specifications cargo lift WTC loading platform E. van Beinumstraat:

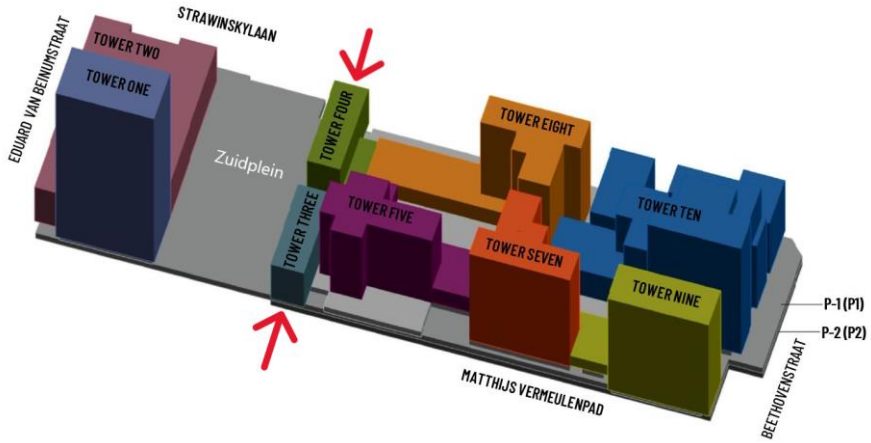
- Key-operated
- Lifting capacity: 2500 kg
- Elevator door dimensions: 140 x 210 cm (width x height)
- Elevator cabin dimensions: 175 x 266 x 200 cm (width x depth x height)

Specifications cargo lift Tower I

- Lifting capacity: 1275 kg
- Elevator door dimensions: 110 x 210 cm (width x height)
- Elevator cabin dimensions, closed ceiling: 122 x 180 x 218 cm (width x depth x height)
- Elevator cabin dimensions, open ceiling: 122 x 180 x 300 cm (width x depth x height)
- Width open ceiling 43 cm

6.5 Transport route Towers Three and Four

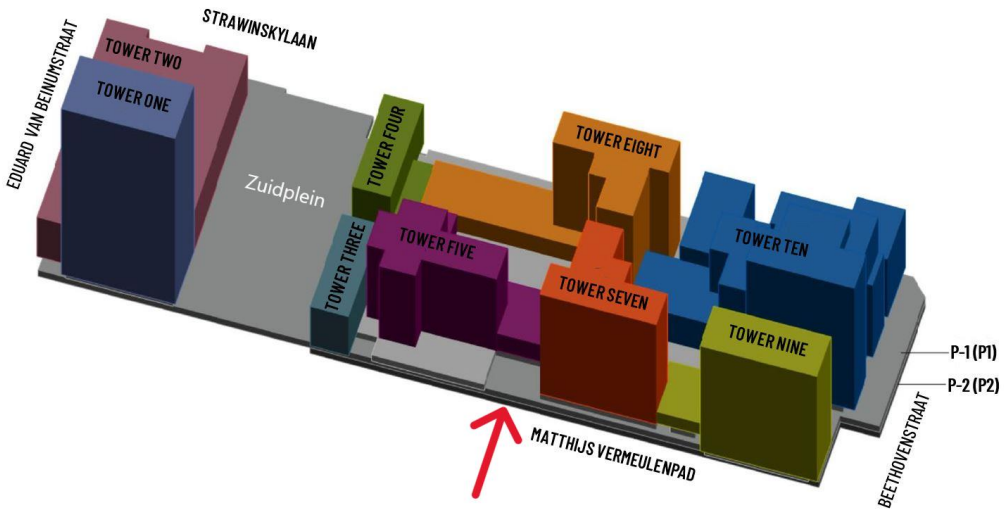
For transports to and from Tower Three and Foor, a moving window on Mathijs Vermeulenpad or Strawinskylaan can be used. If a crane is used on public roads, the tenant or its transporter must arrange for a municipal exemption.



6.6 Transport route Towers Five, Seven and Eight

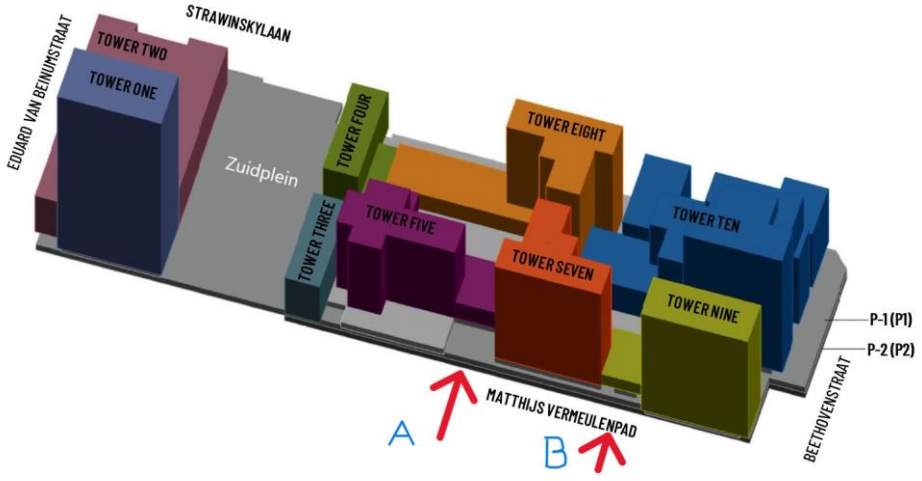
For transports to and from Tower Five, Seven and Eight the loading and unloading platform on Mathijs Vermeulenpad and the transport corridors on floor 1 can be used. Specifications cargo lift Tower Five, Seven and Eight:

- access card operated
- lifting capacity: 1,600 kg
- elevator door dimensions: 108 x 210 cm (width x height)
- elevator cabin dimensions: 190 x 176 cm (width x depth) – up to 239 cm high
- elevator cabin dimensions: 103 x 135 cm (width x depth) – from 239 to 300 cm high
- width and depth of the elevator cabin near the handrail: 172 x 169 cm

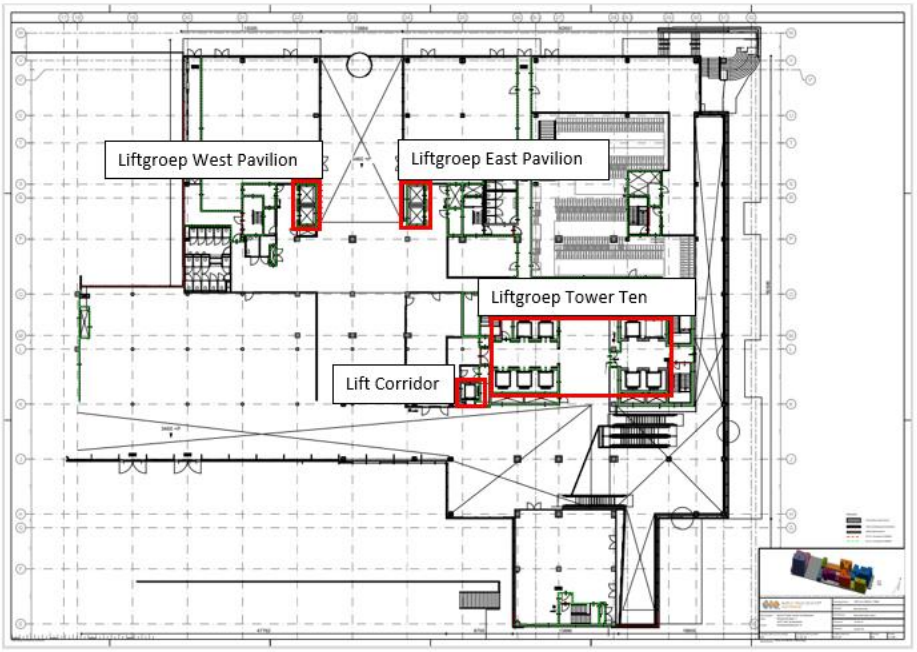


6.7 Transport route Tower Ten (TT)

For parcel/courier transports to and from Tower Ten, please use the loading platform on Mathijs Vermeulenpad between Tower Five and Seven (see route 'A'). For construction/moving transports to and from Tower Ten please use route B.



Location elevators Tower Ten



Specifications cargo lift Tower Ten:

- lifting capacity: 1600 kg
- elevator door dimensions: 110 x 220 cm (width x height)
- elevator cabin dimensions: 210 x 160 cm (width x depth) – up to 280 cm high
- width and depth of the elevator cabin near the handrail: 210 x 150 cm
- Elevators ABCDE go up to floor 13
- Elevators FG go up to floor 22
- Elevators HI go up to floor 23

Specifications cargo lift West Pavilion Tower TT:

- lifting capacity: 1275 kg
- elevator door dimensions: 110 x 230 cm (width x height)
- elevator cabin dimensions: 130 x 190 cm (width x depth) – up to 280 cm high
- width and depth of the elevator cabin near the handrail: 130 x 190 cm
- Elevators go up to floor 7

Specifications cargo lift East Pavilion Tower TT:

- lifting capacity: 1275 kg
- elevator door dimensions: 110 x 230 cm (width x height)
- elevator cabin dimensions: 130 x 190 cm (width x depth) – up to 280 cm high
- width and depth of the elevator cabin near the handrail: 130 x 190 cm
- Elevators go up to floor 9

Specifications cargo lift Corridor Tower TT:

- lifting capacity: 1000 kg
- elevator door dimensions: 105 x 230 cm (width x height)
- elevator cabin dimensions: 140 x 160 cm (width x depth) – up to 240 cm high
- width and depth of the elevator cabin near the handrail: 130 x 150 cm
- Elevator goes from P1 to floor 2

6.8 Time restriction for cargo lifts

To prevent other tenants from being inconvenienced, the use of cargo lifts (with the exception of the loading platform of Towers H/I) is only permitted on working days between:

- 09:00 and 12:00 hours
- 13:00 and 17:00 hours
- 18:00 and 8:00 hours

There are no restrictions on the use of the cargo lifts on weekends and public holidays.

6.9 Elevator keys and cards

A deposit is paid when lift keys or card are issued to external parties. Keys for Tower One and Two can be collected at WTC Servicepoint in Lobby Tower One and Two. For all other towers keys or card can be collected at WTC Security, tower Eight 1e floor.

6.10 Other transport routes

Prior written approval from the landlord is required for the use of another transport or moving route.

6.11 Registration transport

For coordination of the loading platforms, large transports and removals must be registered at least 48 hours in advance via the portal Facilitor. Don't have a login for Facilitor? Please use the following link: https://wtca.facilitor.nl/?u=Bn8_wANxr8csvBKp

7 FIRE-HAZARDOUS ACTIVITIES

7.1 Permit for fire-hazardous activities

As described in the WTC Rules & Regulations, fire-hazardous work and the decommissioning of the fire alarm system is only permitted after approval from the WTC Amsterdam management. Please see www.wtcamsterdam.com/en/building/tenants/

To guarantee fire safety during work in and around the WTC Amsterdam, tenants or contractors of tenants must adhere to the following instructions:

- Fire-hazardous activities or the decommissioning of the fire protection installations must be reported to WTC Management at least 2 working days in advance.
- The applicant informs WTC Security before the start of the work and receives an application form signed by security.
- WTC Security supervises the work and, if no permit is available, the activities are immediately stopped.
- After the activities have been completed, the tenant or contractor of the tenant carries out a final check and hands over the signed permit to WTC Security.

7.2 Precautionary measures

Disabling the sprinkler system and smoke detectors should be considered an emergency. The period during which the sprinkler system and/or smoke detector is/are disabled must be as short as possible. It is essential to plan the work properly. In principle, it is not permitted to disable more than one sprinkler system at the same time. The following measures are taken when part of the sprinkler system is out of operation:

- A smoking ban in areas where no sprinkler system and/or fire alarm is active.

- Avoid welding and cutting work in areas where no sprinkler system and/or fire alarm is active. When welding work is necessary, all possible precautions are taken, such as welding blankets and covering or removing flammable material.
- A fire watch, appointed by the tenant, monitors the unsecured area and is in direct contact with WTV Security via a walkie-talkie. If the systems are out of operation for more than one working day, fire checks will take place outside office hours. Each location is then checked at least once an hour.
- All existing fire extinguishing systems in the relevant areas must be ready for immediate use. The fire watch must have one or more fire extinguishers available for immediate use.

7.3 Checklist for fire-hazardous activities

The following points are important for the performance of fire-hazardous activities:

- Submit an application on time.
- Check approval by management WTC Amsterdam.
- Inform WTC Security prior to the work.
- Check the environment of the work.
- Make sure you have enough extinguishers.
- Keep a mobile phone at hand and the emergency number WTC security (020-575 3333) at hand.
- Remove objects that aggravate the fire.
- Cover combustible material.
- Also pay attention to the other side of the area.
- Call in a (mandatory) fire marshal when fire detection is switched off.
- Leave the workplace safe and always carry out a final check.
- Hand over a permit for fire-hazardous work to WTC Security after the last inspection.

An application can be submitted via Facilitor. No login? Please use the following link:
https://wtca.facilitor.nl/?u=mLhM1BM0DtnJ6wRQ

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