

House rules Bol warehouses

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1. General

This document outlines the house rules applicable to Bol warehouses. These rules apply to all (employees, suppliers and visitors) who enter the Bol warehouses or associated premises.

If you have any uncertainties or questions about this document, please contact the Workplace Management/Facility team of the specific location.

This document has been drawn up in both Dutch and English.

1.1 General information

- We request that everyone adhere to the general standards for decency and behaviour. This means that sexual intimidation, discrimination, bullying, aggression and/or violence will not be tolerated.
Should you encounter any difficulties in this matter, please inquire with your employer about the regulations on undesirable behaviour.
- In the event of an emergency, we ask that everyone follow the instructions from the company emergency response team (BHV).
- You must be 18 years or older to gain access to the Bol warehouses.

1.2 Dress code

This paragraph applies to the warehouse, including the office environment, with the exception of spaces unless they are specifically mentioned.

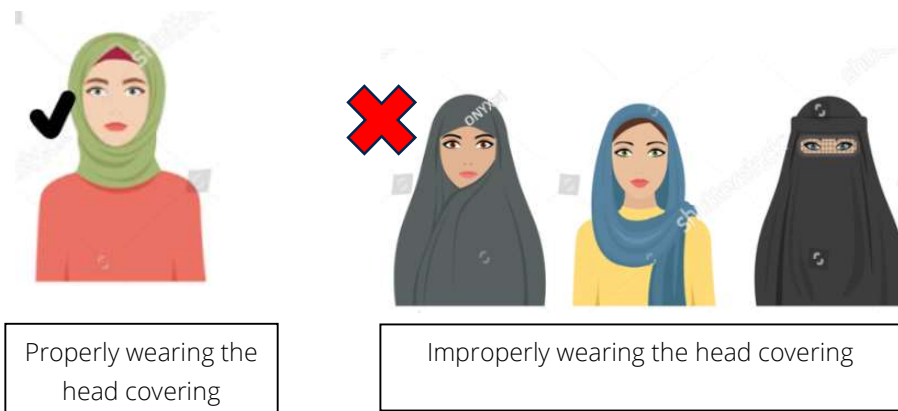
- It is mandatory to wear high safety shoes with protection for the ankle and Achilles heel, of at least class S1 with composite toes. For more information, see Chapter Two "Safety".
- Everyone (employees, suppliers and visitors) in the warehouse must wear a safety vest or clothing that clearly displays the company logo.
- Clothing, jewellery and religious symbols are only permitted after prior written permission from the (site) supervisor. For safety reasons, loose clothing, jewellery or religious head coverings, which may pose a risk of entanglement in the machinery, are not permitted.
- Temporary workers, who are not always issued workwear from their employment agency, may wear red outerwear or a safety vest.
- The following clothing items are not permitted:
 - Low-neckline tops
 - Spaghetti-strap tops
 - Shorts (only long pants which fall to the ankle are allowed)
 - Short shirts or tops that reveal a bare stomach
 - Dresses or skirts
 - Scarves, shawls and turtle-necks
 - Lanyards without a snap closure (see p. 14)

- Hoodies, hooded sweaters or vests, scarves and all other loose clothing that could become entangled in the machines (any other loose clothing should always be worn under a vest)
- Coats
- Trousers with holes
- See-through leggings

Additional regulations regarding the dress code and promotion of everyone's safety include the following:

- Loose hanging hair is not permitted.
 - Hair should be pinned up and secured above the shoulders. The same applies for long beards and dreadlocks. Hair elastics are available at the service point.
- Head coverings may be worn within the warehouse's logistics. However, the following guidelines for head coverings must be taken into account:
 - The head covering must be secured tightly above the shoulders
 - The heads covering may not hang loose

**The head covering may not pose a risk to the employee's safety whatsoever .*



For the Veerweg location in Waalwijk and BFCXL1 in Nieuwegein, there is a transitional zone for safety shoes leading to the changing rooms, as there are no changing rooms available before the security lane.

Area overview safety shoes – bol/Ceva

	BFC	BFC XL1	BFC XL2	BRC	De Veerweg
For security lane	Free zone	Free zone	Free zone	Free zone	Free zone
After security lane	Obligated to wear	Obligated to wear	Obligated to wear	Obligated to wear	Obligated to wear
Office area	Obligated to wear	Tolerance zone (shoe change)	Obligated to wear	Obligated to wear	Tolerance zone (shoe change)

1.3 Warehouse and company premises

To keep the warehouse and associated premises as safe and tidy as possible, the following rules have been compiled:

- It is not permitted to cause damage or sabotage to the warehouse and its associated premises.
- Immediately inform a supervisor in case of damage to the warehouse or equipment.
- Access and dock doors should remain closed when not in use.
- For safety reasons, the dock doors may not be used as entrances or exits.
- Smoking is only permitted in the outdoor designated area. Smoking is not permitted inside the warehouse.
- Bol enforces a zero-tolerance policy regarding alcohol, drugs and medications (ADM) that affect one's ability to work. This Alcohol, Drugs, and Medications (ADM) policy is designed to promote a safe and healthy work environment. Employees are expected to perform their work sober. Possession of alcohol and drugs in the warehouse or on the premises is subject to sanctions, as well as being under the influence of alcohol, drugs and/or medications
- Entering the warehouse or premises under the influence of alcohol or narcotics is not permitted.
- The Clean Desk Policy applies to all (office) workplaces. This means that anything left behind will be removed at the end of the day. Every desk should be left clean and cleared after use. The warehouse's logistics environment observes the the 5s methodology (Sort, Set in Order, Shine, Standardise and Sustain) .

Food and drinks

- Food and drinks are to be stored in the canteens in the refrigerators or designated cabinets. Food and drinks may only be consumed in the canteens.
- Clear plastic bags are available at the entrance to transport any food and/or drinks. Bringing non-transparent packaging outside is not permitted.
- In the warehouse's logistics environment, water may only be consumed at the designated water points.
- Office employees may store their food in the office pantry and take breaks in the canteen.

Office

- The service point maintains a standard stock of office supplies. If you need a large quantity of something or an item not included in the standard assortment, you can contact the Workplace Management/Facility team of the specific location.
- Due to fire safety regulations, decorations such as streamers and balloons are not allowed in the warehouse, including all office departments.
- The employer may provide company property, such as phones, laptops, tablets, access cards, scanners, walkie-talkies and more. As an employee, you are responsible for these assets, so they must never be left unattended.
- When leaving your workplace, it is mandatory to lock your computer. Your log-in details are personal and may not be shared.

Damage to property

When damage is caused to the premises or to objects on the premises, you are obligated to report this to the security personnel. A European Accident Report Form will then be completed for proper processing.

1.4 Traffic

Bol has two traffic flows: traffic in the external premises (i.e. passenger vehicles, cyclists and lorries) and traffic in the warehouse's logistics environment (i.e. MHE or "material handling equipment", pedestrians, etcetera).

1.4.1 External premises

The moment you pass through the barriers from the public roadway, you enter the external premises of Bol, and the rules described below apply.

- **In the external premises, pedestrians have priority at all times.**
- The maximum speed allowable is 15 km per hour.
- Parking is only permitted in designated spaces.
- Motorised equipment and/or vehicles must not be left unattended while their engine is running.
- Pedestrians are to walk on the designated footpaths.
- Bicycles and scooters are to be stored in the (covered) bicycle storage area.

Various parking facilities are available in the passenger transport zone

- **Visitors:** this means individuals who are not permanent employees of Bol or one of its partners (CEVA, PostNL, TGW, Xpoma, SSI, etcetera) or employees of permanent suppliers, such as cleaning and catering staff or installers.
- **Electric vehicles:** vehicles may only park here if the vehicle is connected to the charging station. The electric vehicle charging stations do not constitute parking spaces. Once your vehicle is fully charged, you may be asked to relocate it to a parking space.
- **Disabled individuals:** kindly display a disabled parking permit behind your windshield.
- **Carpool and GTV buses:** these vehicles are reserved strictly for carpool buses that require a short-term parking space.
- **Pool car:** this zone is intended for Bol's pool cars.
- **Motorcycles:** this area is solely permitted for parking motorcycles.
- **Suppliers:** this parking is intended for non-regular suppliers who transport work materials.

1.4.2 Interior premises

After passing through the security lane, you enter the interior premises, also known as the warehouse. The following rules outlined below apply to the warehouse:

- **Pedestrians always have the right of way over mobile equipment.**
- As part of the warehouse operations, there are traffic flows for mobile equipment as well as designated pedestrian walkways. Everyone must stay on the yellow footpaths marked throughout the warehouse.
- Red crosses, emergency doors and emergency facilities, such as fire extinguishers, reels and first aid boxes and footpaths, must remain free of obstacles at all times.

Colours	The meaning of the warehouse colours
Yellow	Yellow denotes walkways and pedestrian crossings
Red	Red denotes emergency doors, firefighting equipment and prohibition signs
White	White denotes parking spaces for mobile equipment (EPTs, reach lorries, pallet lorries, etcetera.)

2. Safety considerations

Bol prioritises that all employees, suppliers and visitors safely return home after a day's work in one of the warehouses. Kindly ensure that the following rules are observed, and always follow the company emergency response team's instructions.

2.1. General information

Safety is everyone's responsibility!

- All employees are obligated to ensure not only their own safety, but that of others. For that reason, we must address one another on (un)safe behaviour.
- Every employee is obliged to adhere to the prescribed rules.
- In the event of a violation by the employee, sanctions may be applied in accordance with the sanction policy of the relevant stakeholder (employer).
- Always use the required personal protective (PPE) equipment.
- Always use the designated walkways. In the event this is not possible, pay close attention to existing traffic when not using the walkway. Make sure you to use the walking path again once it is available.
- Always hold the handrail while walking or standing on any stairs.
- Employees can only use the mobile equipment when they have the proper authorisation.
- Do you see a dangerous situation? If so, stop working, discuss the situation and report it to your supervisor or complete a Hazard Alert Card (HALT card).
- If employees, visitors and suppliers have any doubts about the applicable safety rules, they can contact their supervisor or relevant contact person.

2.2. Reporting (near) accidents and dangerous situations

We take every care to create the safest possible working environment at all our warehouses. Even so, (near) accidents or dangerous situations may arise. To learn from these incidents, it is crucial that they are documented and registered. This allows us to understand the risks at our locations and, consequently, to take the necessary measures to address them.

You must report an accident to your supervisor or relevant contact person.

You can report a near-miss or a dangerous situation to your supervisor or relevant contact person, or by completing a Hazard Alert Card (HALT card).

2.3. Emergencies

To avoid becoming a victim during an emergency and to safeguard others from harm, please adhere to the following instructions:

General

- Prioritise your safety and that of your colleagues!
- Make sure that you are familiar with your department's escape routes.
- Keep the emergency exit doors and evacuation routes clear of all obstacles.
- During an emergency:
 - Call the number for the emergency response team as soon as possible. This number is listed on the evacuation maps or emergency response cards, or you may alert the emergency response officer present. In life-threatening situations, dial 112, activate the manual alarm and call the internal emergency number.
 - Follow the instructions provided by the emergency response team (BHV).
 - In the event of an evacuation, proceed immediately to the nearest assembly point.

In case of an accident

- Stay with the victim.
- Do not move the individual and try to maintain contact with him or her.
- Call the emergency response team as quickly as possible and, in life-threatening situations, dial 112 and call the internal emergency number.
- Ensure clear passage for the emergency response team and/or emergency services.

2.4. Fire prevention and mitigation

Preventing fires is more effective than extinguishing them. So, here are some tips to prevent fires and – should one break out – to limit the damage as much as possible.

- Ensure that you are familiar with the location of the fire extinguishers and emergency buttons, as well as how to use them. See the icons below that are used for this.



- Fire extinguishers must be easily accessible. After using fire extinguishing equipment and in case they are defective, report this promptly to Workplace Management/Facility or your supervisor.
- Packaging materials, waste and any other refuse generated in the warehouse must be promptly cleared. Full waste containers must be removed immediately.
- The use of flammable liquids should be limited to immediate needs, and they should be stored in a fire-resistant cabinet or PGS (publicatiereeks gevaarlijke stoffen) bunker at the end of the workday.
- Flammable liquids should be stored above drip trays capable of containing at least the full content.

2.5. Personal protective equipment (PPE)

You are required to wear personal protective equipment where prescribed or indicated on signs or stickers. Bol distributes standard PPE (free of charge) to its employees as well as visitors. The logistics partners and suppliers must provide suitable PPE for their employees that meet the applicable legal requirements (including for inspections). If it is determined that essential resources are lacking, Bol and the logistics partner reserve the right to halt operations.

The following are the standard PPE in the warehouse, including the office environment:

- High safety shoes to protect the ankle and Achilles heel (minimum S1 with composite toecaps)



The standard PPE for the external premises:

- High safety shoes to protect the ankle and Achilles heel (minimum S1 with composite toecaps)
- Fluorescent vest or jacket (yellow/orange)



If necessary, Bol employees or its logistics partners can collect additional PPE from the service points. These PPE are provided by Bol.

2.6. Gate training

The gate training (introductory training) is mandatory for all employees or other individuals working or completing tasks on the Bol warehouse premises. The gate training covers the most important safety rules. This training ends with a test that must be successfully completed. This test is valid for one year, but it must be retaken once the validity period expires. You can complete the gate training by scanning the QR code or using a tablet available at the security station.

2.7. Order and cleanliness

There is no safety without order and cleanliness. Therefore, pay attention to the following points:

- Entrances, walkways and escape routes must always be kept clear.
- Waste must be deposited in the appropriate bins or containers.
- Workplaces, offices, canteens and changing rooms must be kept orderly and clean.
- Work floors and working environment must be tidied every day.
- All (transport) equipment must be returned to the designated places.

2.8. Machine safety

- It is strictly prohibited to operate or work on a machine without permission and proper instruction. For specific machines, you must possess a certificate before being allowed to operate or work on the machine. You will be informed in advance when you need a certificate. If you are uncertain about this, please report this to your supervisor or the relevant contact person.
- It is strictly prohibited to work on machines if your hair reaches your shoulders and is not properly tied back (or not tied up at all). Hair should be tied up so that it cannot become entangled in the machine. This also applies for long beards.
- Employees and visitors are not allowed to stand, climb or jump on the machines.
- Using the machine as a (work) bench or table is not allowed.
- Never place tools, materials or equipment on or in a machine. The machine(s) can begin working at any time.
- Use the prescribed personal protective equipment at all times.

2.9 Work permit

Bol warehouses operate with work permits. These documents record the agreements made regarding the execution of the work. Work permits specify the dangers and risks of the work tasks and the appropriate precautions to take. This implies that all parties understand their role in maintaining overall safety during these activities. The agreed precautionary measures must be observed while carrying out the work tasks.

If the following activities are involved, a work permit must be applied for:

- Fire-hazardous work activities, such as welding, grinding, burning or work that generates a large amount of dust.
- Conflicting activities that can influence each other, e.g. two different activities in the same space.
- Lifting operations.
- Maintenance and repairs conducted by contractors in company installations.
- Other activities that pose a risk to Bol's regular business operations.
- Working at height.

If you are unsure whether a work permit is required, please contact your supervisor or relevant contact person.

3. Security

At all of the Bol warehouses have on-site security to ensure the safety of employees, visitors and suppliers. The external security organisation on location operates under the responsibility of Bol's Asset Protection department.

3.1 General information

- Upon entering a warehouse, you agree to the security measures prescribed by Bol.
- Camera surveillance is present in the building as well as on company premises. In the event of an emergency or incident, security personnel will review the camera footage, and if necessary, hand it in to the police. For inquiries regarding camera surveillance, you may be referred to the Asset Protection department.
- If employees, visitors or suppliers commit a criminal offence, a report can be filed, and damages along with additional costs can be recovered from the respective individual. Security is authorised, on behalf of Bol, to deny individuals access to the warehouse. Further sanctions will be communicated through the Asset Protection department.
- Failure to comply with the house rules will always be reported to the Asset Protection department and may lead to sanctions and denial of access to the warehouse.
- Taking photos and recording videos in the warehouse is only permitted after prior permission from media relations and/or the Real Estate - Workplace Management/Facility.

3.2 Security and visitation checks

- All of Bol's warehouse enforce a visitation policy. If this is not observed, visitors may be denied access to the warehouse. The additional check operates on a randomly selected sample from the system.
- Additional security measures are implemented in the warehouse at random times. These are conducted at the entrance and exit, but may also be carried out in the logistics environment of the warehouse or the associated premises. All individuals must cooperate with these checks.

3.3 Warehouse access

To gain access to the warehouse's logistics environment and the office environment, you need a working access pass or to be registered as a visitor or supplier.

- You will receive the correct authorisations and keys based on your job profile. You can gain access to the warehouse's different zones via your access pass, which you must always carry visibly with you while in the warehouse.
- Everyone in possession of a personal access pass must successfully complete the gate training in order to gain access to the warehouse.
- If you do not have an access pass, you can request one from security. This person will always inquire with a contact person or supervisor. Access management for Bol employees is facilitated via Office Automation (KA).
- If you have problems with your access pass, you can report this to security. Have you lost your pass or has it been stolen? Please contact on-site security personnel as soon as possible.
- To apply for a new or temporary pass, you must provide valid identification
- Anyone who does not have an access pass is considered a visitor and may only enter the warehouse under the supervision of a Bol or external employee who has a permanent pass. Please make sure that you always register your visitors in advance using the visitor registration form. Documentation and forms are made available for this purpose by Bol employees or are available via a general portal. The contact person is at all times responsible for the safe conduct of the visitor, even in the event of evacuation. In addition, the contact person must inform the visitor in advance about the house rules.
- Predetermined suppliers at the BFC have their own access pass, which is personal and may not be loaned out.
- Each employee is responsible for his/her access card.
- Personal electronics are only permitted within a very limited extent in Bol warehouses. See below for a general overview. Deviations from this will only be approved after permission from security, the Asset Protection department and the supervisor.

Equipment	Allowed Bol warehouse
Personal/business mobile phone (maximum of two)	No, only office workers or exceptionally. Mandatory advance registration.
Laptop, including accessories (e.g. charger, mouse)	No, only if this is necessary for work. Mandatory advance registration.
Headphones/airpods	No, only office employees or exceptionally (maximum of one). Mandatory advance registration.
Smart watch	No, the only exception is for medical reasons. Mandatory advance registration.

- The following goods are not allowed to be taken into the warehouses:
 - Coats, scarves (see page 2)
 - Sunglasses and head coverings (with the exception of religious head coverings, provided it is a fitted sports head covering).
 - Opaque bags (except laptop bags/backpacks for work).
 - Jewellery and piercings(i.e. jewellery in the broadest sense of the word, such as pendants, earrings and rings).
 - Smoking materials and e-smokers.
 - Alcohol and drugs.
 - Opaque food packaging, including lunch boxes.
 - Cosmetics (except Kruidvat housebrand products).
 - All objects as described in the Weapons and Ammunition Act.
 - Lanyards without a double breaking clasp.
- You can store personal belongings safe in an electronic locker at the locker rooms. Storing belongings in a locker is at your own risk, Bol is not liable for loss or theft. Therefore, read the locker instructions carefully in advance so that you can store your belongings correctly.
- Medicines that do not affect work performance are permitted; these must be reported to security in advance so that no ambiguities arise when leaving the warehouse.
- It is not permitted to take household appliances with you and use them in the warehouse.

3.4 Leaving the warehouse

- When leaving the warehouse, make use of the available security measures. This includes an X-ray, metal detection and security scan.
- If you see an orange light after presenting your pass, you have been selected for a mandatory extra inspection. Follow security instructions in this regard. Only after completion of the inspection can you leave the warehouse with your pass.
- On your last working day, or at the end of your work, you must hand in the access pass issued to you at security.

4. Visiting the warehouse

To ensure that the rules are clear for both employees and visitors, below is a summary of what a visitor should do before visiting a Bol warehouse.

All persons visiting the warehouse must first register at the security desk for attendance registration. To gain access to the warehouse, visitors must show proof of identity.

An employee's first day at work

- Report to security so they can check that you have access to the building and that the gate training has been completed successfully.
- Your access card will be activated and, if applicable, electronics will be registered on your access card.

Visitors

- Please make sure that you always register your visit in advance using the applicable procedure.
- Upon registration, security will issue you a visitor pass, which you are to carry visibly with you throughout your visit. You must return this at the end of your visit.
- If you need your telephone for work within the warehouse, please provide your contact person with your IMEI number (preferably in advance). You do this by typing *#06# on the keypad on your phone. Laptops, tablets and other electronic devices must also be registered with security.
- Visitors are not allowed to take photos without permission from the Warehouse Services team. This must be requested in advance.
- All visitors must wear a safety vest printed with "VISITOR".
- High safety shoes are mandatory for everyone. If the visitor does not have them, high shoes will be provided.
- All visitors must observe the safety rules.

Suppliers

- Suppliers and drivers are to wear their own high safety shoes when entering the warehouse.
- Suppliers must always enter the warehouse under supervision, but once inside they are allowed to work independently.
- The suppliers are to wear a safety vest or work clothing with visibility level class 2 (EN-ISO-20471 class 2) and a clear print of their own organisation.
- It is determined in advance whether the issuance of a work permit is necessary for the execution of the work. A work permit can be issued by an employee of Bol or an internally housed supplier. You must carry this permit with you while carrying out work tasks.

Drivers

- Drivers may only enter the warehouse under supervision.
- Drivers are to wear a recognisable orange safety vest printed with "DRIVER".
- Persons under the age of 18 are not allowed to enter the warehouse.

5. Communication of house rules

General

- House rules are updated once a year.
- Partners are required to send this as a standard procedure before commencing work at any of the Bol warehouses.
- The house rules are made available to everyone on the gate training portal.
- The RE-WM department bears final responsibility for house rules with support from expertise departments.

Visual display

- RE-WM is ultimately responsible for visibly displaying the house rules inside and around the warehouse. This is achieved by:
 - Signs
 - Narrow Casting
 - Stickers
 - Click frames
 - Nice-to-know posting

Address details & contact details warehouses

BFC Waalwijk

Staff Pakketweg 2, 5145 NG Waalwijk
Suppliers Mechie Trommelenweg 1, 5145 ND Waalwijk
Emergency number 088 7125236

BRC Waalwijk

Staff Kroonweg 10A, 5146 NH Waalwijk
Suppliers Kroonweg 10, 5145 NH Waalwijk
Emergency number 088 7124971

BFCXL1 Nieuwegein

Staff Inundatiedok 34, 3439 JJ Nieuwegein
Suppliers Divisiedok 1, 3439 JM Nieuwegein
Emergency number 06 48126876

BFCXL2 Oosterhout (GLD)

Staff Rietgraaf 10-12, 6678 PA Oosterhout (GLD)
Suppliers Rietgraaf 10-12, 6678 PA Oosterhout (GLD)
Emergency number 06 42737057

BFC Veerweg

Staff Pompweg 1, 5145 NC Waalwijk
Suppliers Veerweg 16, 5145 NS Waalwijk
Emergency number 06 15287851