



Bio Base Europe
Pilot Plant

CODE OF CONDUCT FOR ON-SITE CUSTOMERS

It is with great pleasure that we welcome you to the Bio Base Europe Pilot Plant. During your on-site stay, we offer you the opportunity to closely follow the development and scale-up of your process.

Your contact person:

Mobile nr:

Wifi Network: BBEPP Guest

Wifi Password:

Upon arrival

- Present yourself at the reception desk (daily!).
- Sign in via the lobbipad at the reception desk (daily!) and put on the name tag provided.
- At the reception desk you receive a badge to open and lock your customer hub, a staff member will guide you to your hub.

What we offer you during your stay

- The opportunity to closely follow the development of your process.
- Your own workplace with internet, which can be opened and locked with a badge.
- Daily lunch* & fruit.
- Coffee, tea, water, cola.
- A team of dedicated people ready to help you and answer your questions.

**We are working towards a more sustainable world, therefore our 'lunchbox' is 50% meat-free. Lunch & lunch meetings should be held in your hub or in a meeting room. This way we can ensure confidentiality.*

Please communicate any dietary restrictions or wishes with your BBEPP contact, latest on the day before your arrival.

GENERAL GUIDELINES

- You are welcome at our premises **during office hours** [9am-5pm] **from Monday to Friday**.
- Visitors **cannot enter** process halls, labs or storage rooms without the accompaniment of an authorized staff member.
- The responsible engineer decides when the production process can be followed in the process halls. She/He will also inform the visitor if additional PPE's are obligated, and if necessary provide them. This planning is communicated to the customer in advance as far as possible.
- Visitors are **not allowed to perform any actions** in trials and production processes.
- The best time to answer questions about the process is during meetings.
- **No photography and filming** is allowed on site. Inform your contact [responsible engineer] in case photographs are needed, she/he will make sure a BBEP staff member can take the necessary photographs for you.
- Everyone is responsible for her/his personal hygiene and safety.
- Wear your **visitor name tag** at all times.
- **Report injuries immediately** at the reception desk.

When entering the process halls

- Please, carefully read our "dress code" rules in the code of conduct for visitors.
- You can get a lab coat, safety shoes and safety glasses at the reception.

When leaving

- Need a taxi? Ask reception [+32 (0)9 335 70 01] to call a taxi min. 45 minutes before you wish to leave BBEP.
- Sign out via the lobbipad at the reception desk [daily!].
- Hand in the badge used to open/lock your customer hub [daily!].
- When your trials are finished, please return lab coat, safety shoes, safety glasses and badge to the reception.
- **IMPORTANT:** reception closes at 5pm.

