



Europäisches  
Patentamt  
European  
Patent Office  
Office européen  
des brevets

# Security and emergency procedures: a visitor guide

European Patent Office

The Hague

## Visitor badge

On presentation of valid ID, you will be given a visitor badge. Wear it throughout your visit and return it to the Reception desk when you leave.



## Security check

All visitors have to undergo a security check. There can sometimes be a queue to get through (especially in the morning or when official events are taking place), so please allow enough time for this.



Weapons (as defined under national law), explosives and other dangerous objects may not be brought onto the EPO premises.



## House rules

Please note the EPO's house rules. If you fail to observe them, you could be denied entry to – or be instructed to leave – the building. Please follow any instruction given by Security.



If you wish to take photos or to make video or audio recordings, you will need to get prior approval.



## General information

If, owing to a disability, you need special assistance, please ask your **EPO contact person** how you should evacuate the building in an emergency or how to get any other support required.



Report **any accident-related injuries, or damage to personal property or loss thereof**, to your EPO contact person.



The EPO buildings are **offices**. **Children** must be supervised by an adult at all times. That adult will be held fully responsible for those children's actions.



**Smoking is prohibited** inside the EPO buildings.



Emergency hotline

**2222\***

+31(0)70 340-2222

## EPO emergency hotlines 2222\*



**Who** is calling?

**What** has happened?

**Where** has it happened?

**How many** people are involved?

**Hold on, don't hang up** – there may be other questions.

## Accidents / first aid

- Call the emergency hotline on 2222
- Ensure your own safety
- Seal off the scene of the incident
- Tend to the injured
- Reassure / comfort those affected
- Follow instructions given



## Fire

- Activate the fire alarm (go to a call point (red box) and push the button). Call the emergency hotline on 2222
- Shut windows and doors
- If possible, try to put out the fire (without putting yourself in danger)
- Alert immediate neighbours
- Follow instructions given



## Evacuation

**If you hear the alarm and messages over the intercom**

- Use the **designated escape routes**
- Follow **instructions** given by your EPO contact person
- Do not use **lifts**
- Proceed to an **assembly point**



\* If you call the emergency services on the external number (0-)112, please call EPO Security on 2222 afterwards.

# Assembly points and entrances

## Address

Patentlaan 2  
2288 EE Rijswijk



### Key

- Entrance
- Assembly point
- Fire elevator
- Access
- Visitor parking
- Tram stop