

Houserules

1. Field of relevance

The house rules serve to ensure safety and order in the Chamber of Commerce and define the rights and obligations of its visitors. The Chamber of Commerce building primarily serves the business operations of the Chamber of Commerce and its permanent tenants. All users, in particular external third parties, must show consideration for the interests of others in this respect.

2. House rights and House ban

The instructions of the house rules officer must be followed, in particular to maintain security and order as well as peace and cleanliness.

House rights are exercised by the Executive Board, its deputy and the Head of Transformation and Legal Affairs.

In matters relating the access to the building and building security, the Head of Information and the Head of Lifelong Learning, the employees from Event and Building Management and the doormen on duty (weekdays after consultation/weekends without consultation) are also authorized to issue instructions as house rights officers.

3. Deliveries

In general, the foyer is used exclusively by the Chamber of Commerce. These areas and walls are not available for storage or set-up. Noise-related work (e.g. setting up and dismantling events and sound checks) must be coordinated with the event and building management to avoid collisions with other uses of the premises.

Deliveries must be registered with the porter on duty - unless they are made on a regular contractual basis and during normal operating hours - and must be made exclusively via Entrance D (Große Johannisstraße). All other

entrances serve only as emergency exits and must be kept closed. Only the freight elevator is to be used for transportation to the second floor.

Access to restricted areas, e.g. operating rooms, roof areas, cellar corridors, etc., requires permission from the event and building management.

Handymen, photographers, event organizers, etc. must register with Event and Facility Management before commencing work.

The users of a room are obliged to close the windows and switch off the lights when they leave.

4. Safety and order

For safety reasons, the closure and evacuation of rooms, halls, open spaces or the entire building may be requested. All persons present in the areas concerned must comply with such requests without delay and leave immediately if an evacuation order is issued. When the evacuation alarm sounds, leave the building immediately, leave the building as quickly as possible and follow the instructions of the evacuation assistants.

In the event of personal injury, customers and guests should contact the nearest Chamber of Commerce employee, who will immediately inform the designated rescue helper. Immediately afterwards, the employee will inform the doorman of the location of the injured person so that he can instruct the emergency services if necessary.

For safety reasons, escape routes (see building floor plan) must always be kept clear.

Devices for accident prevention and fire protection (e.g. fire doors, directional signs, signage, fire extinguishers) must not be obstructed or covered. Fire doors must be kept closed at all times. Additional posters and signs may only be affixed or erected with the prior approval of the event and building management of our Chamber of Commerce. Missing or damaged safety devices must be reported immediately to the Chamber of Commerce's safety officers.

Smoking is prohibited throughout the Chamber building. Smokers may use the ash trays located on the outside grounds of the Chamber of Commerce. Persons who are recognizably under the influence of alcohol or drugs will be asked to leave the building. The provisions of the Youth Protection Act also apply.

It is forbidden to carry

- Weapons or other dangerous objects that could cause physical injury to persons
- Fireworks, rockets, Bengal fire, smoke powder and other pyrotechnic objects, spray bottles, corrosive, poisonous or coloring substances
- Alcohol and drugs
- Flags, banners, racist, xenophobic or radical propaganda material
- Bicycles, skateboards, drones and other missiles or similar items

by other means

- Begging and peddling
- Harassment of any kind
- Blocking entrances and exits
- Displaying flyers and posters
- Installing devices for the purpose of advertising and propaganda
- Gatherings of people inside the building and on the outside grounds for the collective expression of opinions

Animals (with the exception of guide dogs) are generally prohibited. Exceptions to this rule require the explicit approval of a house rights officer. Furthermore, the use of private electronic devices (e.g. kettles, coffee machines) is prohibited. Exceptions to this rule require the explicit approval of a house rules officer. In general, only electrical appliances supplied by the company may be used.

5. Photography and use of photographs

Taking a photograph on the premises of the Chamber of Commerce and the use of such photographs require prior written consent. If photographs, film and/or video recordings are made on the premises of the Chamber of Commerce with the consent of the Chamber of Commerce, the recording activity must not be obstructed or impaired. All persons entering or staying

on the premises of the Chamber of Commerce are made aware of the possibility of taking photographs, filming and video recordings by means of these house rules. By entering the premises of the Chamber of Commerce, visitors consent to recordings of them being used in the context of reporting on the event in question, both on television and in privately produced films, in print and online media, on websites and in social networks as well as on video portals, unless the visitor expressly objects to this use before entering the premises of the Chamber of Commerce.

6. Parking and storage of vehicles of any kind

The use of the underground parking lot is limited to the honorary office of the Chamber of Commerce. It is not available to others, especially during plenary sessions (usually on the first Thursday of every month). Otherwise, the use of the garage is regulated by the doormen on duty, unless permanent permission has been granted by the Head of Transformation and Legal Affairs. Further details can be found in the parking lot regulations.

7. Lost property

Lost property is handed in at reception with the date, place of discovery and name of the finder. The lost property will be handed over on presentation of a valid identification document.

Lost property with a value of more than EUR 10.00 will be handed in at the town hall security office after a period of three months. From there they are forwarded to the central lost and found office of the City of Hamburg.

8. House rules violations

house rules violations must be reported immediately to one of the persons named under 2. In the event of serious violations, the holder of the house rules may issue an indefinite ban from the premises. An enforcement of criminal prosecution remains reserved.

Any damage to or in the building must be reported immediately to the doormen on duty or an employee of the event and building management.

9. Cloakroom and duty of care

The Hamburg Chamber of Commerce accepts no liability for coats or the loss of private property on the premises of the Chamber of Commerce. The liability of the Chamber of Commerce for personal injury and damage to property is excluded. This exclusion of liability does not apply to damage caused by a breach of safety obligations or imputable fault on the part of Chamber of Commerce employees or honorary members of the Chamber of Commerce. By entering the Chamber of Commerce premises, all visitors declare their agreement with the Chamber of Commerce's exclusion of liability.

10. Video surveillance / Privacy policy

The Chamber of Commerce is video-monitored on the basis of § 9 HmbDSG, § 4 BDSG. Video surveillance is used to exercise house rights and prevent theft and vandalism. The Hamburg Chamber of Commerce, represented by the Chief Executive Officer or his deputy, Adolphsplatz 1, 20457 Hamburg, Tel. 040 36138-138, Fax: 040 36138-401, service@hk24.de, is responsible for video surveillance. The data will be stored for a maximum of 7 days. Please send a request for information to the data protection officer at daten-schutz@hk24.de. The same applies to correction and deletion requests. Further information on data protection can be found on our website at www.hk24.de. You have the right to file a complaint with a supervisory authority in accordance with Article 77 GDPR if you believe that your personal data is being or has been processed unlawfully. You can enquire about the responsible supervisory authority from the above-mentioned data protection officer or from the Federal Commissioner for Data Protection and Freedom of Information (BFDI.bund.de).

11. Effective date

These house rules are effective upon receipt.

Hamburg, October 1, 2020

HANDELSKAMMER HAMBURG

A handwritten signature in blue ink that reads "Malte Heyne". The signature is written in a cursive style with a large initial 'M'.

Dr. Malte Heyne
CEO

