

General Rules

High Tech Campus Eindhoven (HTCE)

Important contact information:

Security HTCE / Information Point (general)	040-2305441
Security HTCE (only in case of emergency) (meldpunt.security@hightechcampus.com)	040-2305444
HTCE Site Management (CSM) (info@hightechcampus.com)	040-2305500
Security Manager / ERT Coordinator HTCE	06-11739014
Safety Consultant HTCE	040-2305441
Facility Management Yask (urgent) (facilitydeskhtce@yask.nl)	040-2305600
Facility Management Philips (https://login.sso.philips.com/FacilitiesRequest)	085-0643950
Facility Management Signify (e-mail) (signifyFMhelpdesk@fm-24.com)	0044 (203) - 4297162
Working Permit (https://kfht.facilitor.nl/)	
Badge Office (Mon-Fri, 9.00h - 13.00h)	040-2305606
Conference Center HTCE (conferencecenter@hightechcampus.com)	040-2305700

General:

- Residents, suppliers and visitors entering HTCE are deemed to know the General Rules.
- Residents, suppliers and visitors entering HTCE do so at their own risk.
- Residents, suppliers and visitors wanting to enter HTCE can do so undisturbed from 06:30 to 20:30 on working days. Access times may be altered whenever necessary.
- Unrestricted access to HTCE can be revoked at any time.
- Instructions given by security/ERT/safety personnel/traffic controllers must always be followed.
- Security personnel are authorized to remove persons from HTCE whenever necessary.
- Access to HTCE outside opening times without a Campus badge is only permitted in consultation with and with permission from security personnel. All unauthorized persons must leave the Campus after opening hours.
- Pets are not permitted in general; exceptions can be made for guide dogs or with prior permission from CSM.
- It is not allowed to feed any animals within close range of The Strip.
- Security cameras are used throughout HTCE. Images are recorded and used – in accordance with the GDPR legislation – to enhance security.
- Payment at HTCE restaurants and other outlets takes place via electronic payment only (except for some of the food trucks on the Food Lab that also accept cash payments).

- Intimidation of others and all forms of undesirable behavior is prohibited.
- The consumption of alcohol other than in specific restaurants or during special events is prohibited.
- Any presence of drugs or the use thereof is forbidden.
- It is not permitted to do private business/trade or organize a petition without prior permission from CSM.
- Specific rules and regulations for flying with drones on HTCE or organizing events with open fire (BBQ) can be found on <https://www.hightechcampus.com/community-careers/safety-security>.
- After opening hours all people working alone need to follow the specific rules of their employer
- All parties must comply with all legal and company legislation.
- CSM is allowed to change these General Rules at all times.

Buildings and Structures:

- Access to buildings is limited to authorized persons only.
- Persons without access rights must first report to a reception desk.
- The taking of photos and videos is not permitted inside the buildings, except for The Strip and the GDPR legislation always has to be taken into account.
- No buildings, except for The Strip, are open to the general public.

Lakes and waterways:

- Swimming, skating and fishing is prohibited without prior permission from CSM.
- It is not permitted to use the lakes, waterways or other HTCE areas for recreational purposes.

Transport and traffic:

- The Dutch road traffic act is applicable throughout HTCE.
- The maximum speed limit on the outside ring road is 50 km/hour.
- The maximum speed limit on all other roads is 30 km/hour.
- During opening times traffic access can be obtained through the “Dommelpoort” (North), the “Heidepoort” (South) on the Professor Holstlaan and the “A2 poort” (highway A2/N2 access) on the West side.
- Bicycle users may also use the central entrance on the Professor Holstlaan and the bicycle bridge in the North-West corner (next to the Locatellistraat) of HTCE.
- Parking is only permitted on the designated parking spaces/parking lots and in the various parking garages.
- The parking facilities are intended for residents, suppliers and their guests only.
- “Park & ride” or “carpool” activities not related to HTCE are not permitted.
- The maximum parking time is limited to 24 hours.
- If there is a specific need for long term parking (only in case of business trips), please contact Security HTCE. After reaching agreement an email must be send with the following content:
 - Licence plate
 - Parking lot / parking garage
 - Level
 - Contact person with regard to the vehicle

- Time slot for the vehicle to be parked.
- A parking permit is required to use the limited parking spaces at the buildings. Permits – on a temporary basis or in case of a disabled employee or visitor – are obtainable from the Security Manager HTCE.
- Carpool spaces may only be used by those displaying a valid HTCE carpool permit. Information with regard to a carpool permit can be obtained through the following link: <https://www.hightechcampus.com/community-careers/carpool>.
- Bicycles may only be parked in the designated areas in the parking garages; the limited facilities in front of the various buildings can be used for HTCE bikes and for visitors arriving on bike.

Other rules applying to specific discipline can be found in the sections on Environment, Safety, Security and Visitors.

Environment

For all HTCE residents the following rules are applicable:

- It is not permitted to dispose of a hazardous chemical substance through the drains or sewers.
- It is not permitted to dilute chemicals for the purpose of disposal.
- Prevent the emission of vapors to the atmosphere.
- Bioactive materials may not be used without permission.
- Incidents which (could) lead to soil contamination should always be reported to Security HTCE directly
- The chemical centre in building HTC 2 should be used for the collection and disposal of any chemical waste.



For more information take a look at the HTCE Environmental Guide: <https://www.hightechcampus.com/cvm/downloads>.

All environmental incidents and dangerous situations must be reported. This is a local requirement and you must fill out the Incident Reporting form: <https://www.hightechcampus.com/cvm/environment-incident-reporting-form>).

HTCE tries to be as much sustainable as possible and therefore tries to limit energy consumption as much as possible. Please try to join us in preventing energy wastage by:

- switching off computers, monitors, printers and all other equipment in your working environment when not in use;
- switching off lights when not needed;
- reduce heating where possible;
- using energy efficient transport on/to HTCE where possible.

Safety & Security

Access:

The HTCE badge is an electronic smart card and is used to access the major part of HTCE multi tenant buildings. In single tenant buildings companies can have their own access policy and access card.

Application for a HTCE badge is initiated by the HRM officer of your company. Permanent visitors (contractors) can apply for a HTCE badge through their client.

A Campus badge is not necessary for visitors to public areas such as restaurants, shops and the conference center in The Strip.

Opening hours:

During opening hours (06:30 to 20:30 on working days) the gates at all HTCE entrances are open. There will be no security guards at the gates and residents, suppliers and visitors are free to enter and leave HTCE.

After opening hours (and during weekends) all gates are closed. Those persons remaining on HTCE will be able to leave by car through the “Dommelpoort”, “Heidepoort” and “A2 poort”, which will automatically open whenever a vehicle approaches. Bicycles can only leave or enter through the central entrance (at the Professor Holstlaan) near the Information point. Entering HTCE after opening hours is only possible to holders of valid Campus badges recognized on HTCE.

The opening hours may be altered if the need arises. When major events take place on HTCE in the evening HTCE may close at a time later than 20:30. Arrangements for such occasions should be made through the Security Manager HTCE.

Working permits:

The Campus has a system of working permits. If you have work to be executed, in some cases you need to apply for a permit at the Office Safety permit.

Information on the procedure working permits:

<https://kfht.facilitor.nl/>

Emergencies:

In the event of an emergency call **040-230 5444** (24/7 available). The security office on duty has direct contact to the (external) fire brigade, ambulances, police and other first aid services.



Please do not call 112 as this number bypasses all emergency services on HTCE. If the security personnel is not informed, they will not be able to direct the external emergency services when they do arrive. Loss of precious time may then be the case.

Any accident or incident which cannot immediately be brought under control must be reported to the emergency number.

Security HTCE, the Emergency Response Team (“BHV”) and/or the Fire Brigade can give the order to evacuate your building. Such orders must be followed immediately at all times. Elevators may not be used during an evacuation and even can not be used during a fire alarm situation.

Please follow the instructions on the emergencies chart shown on page 5 and prominently displayed on several locations in your building. Always stay informed / up to date regarding evacuation routes and emergency provisions in your building.

Accidents:

An accident is an unwanted event that overcomes an employee/supplier/visitor in connection with the execution of his/her work and that results in health damage, or minor or major mental injury.

All other incidents (break-in, burglary, fraud, embezzlement, destruction, espionage, unauthorized computer use, all kinds of cyber crime, graffiti, political activism, dangerous situations, near accidents, First Aid treatments, environmental threats, spillage, etc.) must be reported. For all safety related questions please refer to the safety manager of your own company.

More information is available from the Safety Consultant HTCE or Security HTCE.

All (near) accidents/incidents and unsafe situations must be reported. This is a local requirement and you must fill out the Accident Reporting Form:

<https://www.hightechcampus.com/security-safety-incident-reporting-form>

Emergency response team (ERT):

It is obligated to have an ERT (“Bedrijfshulpverlening” or “BHV”) operating in your building at the Campus. The members of the ERT (“BHV’ers”) consist of Campus residents and provide essential support during calamities, particularly during the first minutes before emergency services arrive. They assist with building evacuation in the event of a calamity and are familiar with safety issues, building layout, resident population, persons needing assistance in case of an evacuation, evacuation issues, emergency communication devices, and basic fire fighting equipment.

Each building also has an ERT leader who is responsible for communication with all members of the team and with emergency services.

All members of the team are trained in evacuation procedures, life saving procedures, basic fire extinguishing equipment and communication during an emergency.

The Safety Consultant HTCE maintains contact with the ERT coordinator and all ERT members. The ERT-coordinator coordinates training and practice sessions for all team members.

CSM facilitates uniformity of emergency procedures throughout HTCE. Security HTCE accompanies ambulances both during and outside business hours.

More information is available from your safety department and the Safety Consultant HTCE or Security HTCE.

Prevention:

Be aware of any safety hazards in/around your working area and report any hazards which you cannot eliminate to your safety manager.

Familiarize yourself with the locations of the First Aid or EHBO stations in your building.

Familiarize yourself with the evacuation plans in your building. Ensure that you can identify the Emergency Response Team (BHV) for your area of the building.

If your company is in the possession of its own safety program make sure you are familiar with its contents.

If you work in a high risk area ensure you know the rules concerning:

- Chemical safety: information about and handling instructions for dangerous substances.
- Ergonomics: advice on and the measurement of noise, climate, dangerous substances etc.
- Pressurized substances: advice on gas cylinders and gas equipment.
- Radiation: application for acquisition of and/or permits for radioactive sources and radiating equipment and the disposal thereof.
- Electrical and Mechanical safety.
- Unattended equipment and experiments: application for permission and inspection thereof.
- Personal protection: application for ear and eye protection etc.

- Fire prevention: advising, training and instruction related to fire prevention.
- Other environmental precautions.

For all safety related questions please refer to the safety manager of your company. More information is available from your safety department and the Safety Consultant HTCE or Security HTCE. If you notice an unsafe situation, please report via: <https://www.hightechcampus.com/security-safety-incident-reporting-form>.

Security inside buildings – Advice for residents:

HTCE residents are asked to take particular note of the following important security issues:

- Register your visitors in advance.
- Meet your visitors in the reception area.
- Ensure that unknown persons do not enter the building together with you.
- Ask unknown persons to report to the reception desk.
- If you encounter unknown persons in your building, offer your assistance and guide them to their host or to the reception desk.
- Ensure that nothing of value is left unattended.
- Lock away valuable items such as laptops, tablets, mobile phones and other equipment.
- Report abnormalities to your local security manager or Security HTCE.

Please note that security is everyone's responsibility!

Safety at night:

HTCE is located away from busy residential and social environments and will be largely deserted at night and during weekends. In order to address the need for safety and security after opening hours, HTCE has an extra security shell in the periphery of the site.



There are four elements to the extra security shell:

- Security cameras form a continuous ring around HTCE
- Security cameras and other security installations are monitored 24/7
- Access gates which can be closed at night form the entrances to HTCE
- An additional natural barrier is placed around HTCE consisting of a security ditch and shrubbery, as well as fencing along a part of the HTCE boundary.

Theft and fraud:

Everyone has the responsibility to report theft and fraud. This responsibility also extends to malicious damage, sabotage, espionage, unauthorized use of computers, cyber crime, graffiti, political activism etc.

Please report all such incidents in writing to Security HTCE or visit them at the Information point (building HTC47a near main entrance / bus stop Professor Holstlaan).

Bomb threat:

In the event of a bomb threat you should:

- remain calm
- if possible record the conversation
- register the time of the call
- keep the caller on the line as long as possible
- say that you need to ask the following questions in order to save lives
 - when will the bomb explode?
 - where is the bomb?
 - what does the bomb look like?
 - what kind of bomb is it?
 - why are you doing this?
- if the caller is not the person who placed the bomb:
 - who did you hear this from?
 - how did you hear about it?

Try to identify and remember the voice and note of the language and a possible accent. If possible try to locate the location of the caller and any background noises.

Report immediately to Security HTCE at their emergency number and fill out the bomb threat form in the following link:

https://www.hightechcampus.com/uploads/documents/bomb_threat_form.doc.

Locks and keys:

Keys to locked areas should be treated as agreed per company with the Security Manager HTCE.

Photo permit:

The taking of photographs or making of films inside the buildings (other than The Strip) in any form whatsoever is strictly prohibited without prior permission from the resident of that specific building. Permission from the responsible resident is also required to bring and carry photo or film equipment. Photographs and films may only be used for the purpose for which permission was granted. For permission, please download the following link:

<https://www.hightechcampus.com/uploads/documents/Photo-permit-form.docx>.

More information can be found on the website:

www.hightechcampus.com.