

INTERNAL REGULATIONS TU/e

11-04-2024

This chapter describes regulations to which users of the TU/e buildings must adhere. In addition, building/site-specific regulations may apply for each building/site.

1 Safety

In case of emergencies, call the emergency number (040-247 2222). An emergency is a situation that poses a danger to the TU/e, users of TU/e buildings, the environment and the surroundings.

- a) In case of a calamity, TU/e security alerts the TU/e FAFS and, if necessary, the TU/e Fire Department (TU/e Fire Department only operates within office hours). Security will receive the external emergency services and escort them to the relevant location.
- b) In the event of an emergency, follow locally available instructions (such as signs and stickers) and listen to instructions from the FAFS personnel. For details, a company emergency plan or evacuation plan are available for each building.
- c) Always be aware of the location of the nearest emergency exits and alarm instructions. You can ask questions about this at a building's reception desk or TU/e security.
- d) In case of suspicious behavior, ask if you can help this person with anything and/or report this to the reception desk during opening hours and to the Security Control Center (040-247 2020) outside opening hours. In case of extreme behavior, it is best to call Security immediately.
- e) Report danger, nuisance or unsafe situations in or around the building as soon as possible to the building manager. If the situation presents an acute danger, call the emergency number (040-247 2222) immediately. The FAFS can then decide, in consultation with the coordination team, to have (parts of) buildings closed off or to shut down business processes.
- f) Report a (near) accident, incident or dangerous situation via the digital report form, found on the internet page of TU/e HRM (the OHSE&R department) titled 'Incidents & Accidents Report Form'.
- g) Report an environment-related calamity to the CVM. There is a procedure for this. It can be found on the TU/e HRM (CVM) internet page.
- h) Watch your valuables, specifically your laptop and phone.
- i) Keep hallways and escape routes clear of obstacles (such as boxes, cables and the like) so that everyone can leave the building quickly and safely in the event of an emergency.
- j) Emergency doors shall not be used as entrances and/or exits. Emergency doors are therefore equipped with alarms. Emergency doors shall be freely accessible and openable from the inside.
- k) Keep fire extinguishing equipment clear. The same goes for other building-related safety devices and equipment such as emergency/eye showers.
- l) When storing goods, maintain distance from the present sprinkler head of at least 50 cm.
- m) Never block fire and smoke resistant (intermediate) doors in the open position (e.g. with a wedge).
- n) Prevent unauthorized persons from accessing hazardous materials or being exposed to the hazards of research activities in the (lab) areas.
- o) In the event of an evacuation alarm signal: leave the building immediately after the evacuation alarm signal (slow whoop) and report to the central meeting place for further instructions. The central gathering place is the Market Hall at MetaForum building. There are also assembly areas at the Luna, Momentum and Sports Center buildings.
- p) In case of fire: strike the nearest hand fire alarm, close the entrance doors to the place of fire, keep the door of a burning room closed, warn others and do not use the elevators under any circumstances. In the unlikely event that you get stuck in the elevator, please follow the instructions posted in the elevator.

- q) A company emergency plan or evacuation plan for the buildings has been prepared in cooperation with the TU/e Fire Department. This is available from each building manager and from each reception desk/local FAFS coordinator.
- r) Report faults with electrical equipment and cables immediately to the reception desk or the Real Estate trouble-shooting desk (040-247 2650).
- s) No storage is permitted in technical rooms. The same also applies to rooms under stairs located in an escape route.
- t) No other equipment or goods may be placed or stored in the MER / SER (IT) areas without the express permission of LIS, Network and Connectivity Services.
- u) Overnight stays in the TU/e buildings are not allowed, with the exception of the Student Sports Center. For the Sports Center, specific agreements have been made with the Competent Authority and additional measures have been taken, which are laid down in the Sports Center Integral Fire Safety Plan.
- v) For safety reasons, persons under the age of 10 must be accompanied by adults in the buildings.

2 Use of spaces/building

2.1 Animals

For reasons of hygiene and representativeness, the TU/e has decided not to allow the presence of pets in the buildings, with the exception of assistance dogs. Other exceptions can be made by the building manager provided the request is supported in writing by a doctor.

2.2 Food and drink

Eating and/or drinking is not permitted in certain areas. This is indicated at the entrance to those areas. Appliances brought from home to make food or drink (Senseo, sandwich maker, etc.) are not allowed (potentially electrically unsafe equipment).

2.3 Facilities for people with disabilities

TU/e signed the UN Convention on the Rights of Persons with Disabilities in 2020 with the 'design for all' principle. The 'design for all' principle means that as many people as possible, regardless of their age, functional impairment or reading ability, are properly able to enter buildings and spaces independently and use available facilities.

For adaptations and/or renovations, this is explicitly addressed during the construction process. During the use phase, the building manager is responsible for ensuring that the building remains accessible to anyone who is authorized. This means that the reachability, enterability and usability of the building and equipment is equal for everyone. As an example, it is ensured that disabled footpaths etc. are not blocked and that signage and facilities are easily visible and accessible/usable. Disabled parking spaces are available near the (main) entrances of the TU/e buildings.

All calls from the disabled toilets are reported on the Building Management System. When a report is received, action is taken by the appropriate reception desk and/or security from the Security Control Center. However, should you see a red light on at a disabled toilet, we request that you check the situation and, if necessary, alert the reception desk of the building in question or TU/e Security (040-247 2222).

The Integral Accessibility Working Group monitors facilities and advises involved parties (also in case of adjustments and/or renovations to a building). If you identify an undesirable situation, please contact the secretary of the ITS Working Group.

2.4 Posters and other (advertising) displays

Materials such as posters and other (advertising) displays may only be hung in places designated by the building manager in consultation with said building manager. The building manager has the right to have the materials removed again without consultation with the interested party. For bulletin boards, permission must be sought from site management (FMC).

It is not permitted to hang posters and the like in the walkways. In special cases (e.g. elections) this may be waived. However, prior permission must be requested from the university secretary and after the agreed time, the posters including the tape will have to be removed. If one does stick posters on the windows without permission, the cost of removal and cleaning will be charged to the perpetrator.

No posters or other advertising may be hung on the premises, except for advertising during an event. Only the posted digital signs may be used. Any exceptions will be made by the grounds manager or the EB.

2.5 Space reservation

The reservation of central halls is managed by the Facility Management Center service. As a TU/e employee or TU/e student, you can reserve a room via Outlook/Facilitator. If this is not successful or there is no room available, you can submit a request via Facilitator, which will go to team Book My Space & Conferences. The procedure around reservations for decentralized rooms is described in the building-specific regulations. You are not allowed to work or study individually in a meeting or teaching room. More information can be found on the Book My Space Intranet page.

2.6 Resting/expressing area

Scattered throughout the TU/e buildings, lockable rooms are available where people can stay for short periods of time, for example, to rest during pregnancy or where women can express milk. The rooms are equipped with a bed or couch, sink and refrigerator. A list of rooms can be found on the TU/e HRM page.

For questions and assistance, please contact the reception desk at the main entrance of the respective building. Room key, code or pass can be requested/picked up at the reception. Tip: for hygiene reasons, it is advisable to bring your own sheet for the bed or couch.

2.7 Means of access

In general, an employee, working in a locked office with a physical key, can request a key through the relevant secretariat. The employee must observe the following rules:

- The user of the key shall not hand it over to third parties or have duplicates of it manufactured;
- When leaving employment or moving internally, the key should be returned to the building reception desk or the building manager;
- The responsibility for the key management of a building lies with the respective building manager. Changes in the given (personal) data should therefore be passed on to this building manager or to the appointed key contact;
- Loss of a key should be reported immediately to the building manager/key contact. A new key may be provided on the account of the group involved;
- A damaged key can be reported to the building manager/key contact.

2.8 Proper use

Use the building neatly, this will prevent nuisance. This includes:

- Avoid damage;
- Report damages as soon as possible;
- Don't leave clutter lying around;
- Remove stains immediately or report them;
- Limit the ingress of dirt and moisture as much as possible;
- Report (incipient) equipment and other failures immediately so that damage can be limited;
- Prevent clogs in pipes.

2.1 Sustainability

Turn off electrical appliances, such as your computer screen, after use. Separate waste in the designated waste bins. For larger quantities of waste at one time, please contact team 'Waste Management & Logistics' (040-2474343).

3 ICT facilities

Library and Information Services (LIS) is the TU/e service that deals with TU/e IT facilities.

The rules of conduct and guidelines for the use of ICT facilities are described in the *TU/e Computer and Network Use Regulations* and the *Mobile Device and Teleworking Policy*.

For IT-related questions, IT requests and/or reporting IT malfunctions, LIS Services can be contacted via the self-service portal, by email lisservices@tue.nl or by phone 040-247 2000. The IT service catalog with the TU/e IT products and services on offer, information about IT - for example about software - and frequently asked questions (FAQ) about IT can also be found on the intranet.

4 Prohibition

4.1 Smoking ban

The TU/e campus is smoke-free. If you see someone smoking, you may speak to this person or report it to TU/e security (040-247 2020).

4.2 Prohibition of face-covering garments

It is not permitted on the TU/e campus (both inside and outside) to wear face-covering garments and/or attributes (except mouth guards) that limit non-verbal communication in reasonably ascertaining the identity of employees, students and third parties.

5 Mobility and parking

5.1 (Moped) bikes

For safety and accessibility reasons, it is not permitted to park bicycles or mopeds in the common areas (entrance, corridors, storage rooms). These should be placed in the racks provided. At random moments, TU/e security in cooperation with RE will hold clean-up actions. Bicycles can then be removed by order of security.

5.2 Parking

On the TU/e Campus, parking is allowed only in the designated spaces. Visitors must take a ticket when entering the TU/e campus to open the barrier. Visitors may also use a debit or credit card when entering. If one uses a debit or credit card when entering, one will not receive a ticket. When exiting campus, visitors must first pay at one of the four pay machines or directly at the exits (debit/credit card). Visitors who have received an exit ticket can open the barrier by presenting this card to the scanner of the exit terminal.

For regulations and enforcement, see the parking regulations on the Internet. Designated parking spaces are available for the disabled. These are located near the official entrance to the buildings. There are also charging stations for electric cars on the TU/e campus.

6 Catering

6.1 Catering licenses

- The 'Covenant for the TU/e catering license with Eindhoven municipality' regulates the permit for the ten catering establishments of the student associations.
- The Federation of Study Associations Eindhoven (FSE) acts as the main permit holder on behalf of the TU/e and under its auspices. They administer the 'FSE Board Regulations for drinking spaces'.

6.2 Alcohol Policy

The starting time of formal and informal gatherings at which alcohol is served, such as receptions, 4:30 pm unless waived by the appropriate building manager. The places where alcohol may be served shall be explicitly determined by the building manager. A minimum of 1 euro is paid for alcoholic beverages.

7 Maintenance

7.1 Building maintenance

Services RE, FMC and LIS maintain the building-related installations and structural aspects of the TU/e buildings, IT infrastructure and facility matters in buildings in accordance with Annex 4. In case of maintenance, efforts are aimed at causing as little inconvenience as possible. Maintenance work is in principle scheduled during office hours. If necessary (e.g. if they cause a nuisance), they can be scheduled outside office hours by mutual agreement. Maintenance work that causes nuisance will preferably be announced two weeks (and no later than 24 hours) beforehand by the departments concerned to the building manager. No work will take place in laboratories without the permission and supervision of lab administrators. Should you as an employee/student/visitor experience nuisance due to the necessary maintenance work, you can report this to the reception desk.

7.2 Failures to and within buildings

For effective handling, failures to and/or within buildings, inventory and technical installations should be reported as soon as possible via Facilitator, building reception or the RE Front Office (by email or phone 040-247 2650). To report IT malfunctions, contact LIS Services via the self-service portal, by email lisservices@tue.nl or by phone 040-247 2000. Outside regular business hours, for urgent network disruptions and service support, LIS back office can be reached through 040 – 2474444 (working days until 10:00 pm and between 9:00 am and 5:00 pm during weekends, holidays and bridging days).

7.3 Technical facilities and installations

The RE service is responsible for the construction, maintenance and management of building-related technical facilities and building-related installations in and around the buildings. Requests for the construction or modification of these technical facilities must be submitted to RE by the building manager, among other things in connection with legislation. With the help of specialized companies, RE will ensure that the work is carried out in a safe and adequate manner.

7.4 Grounds maintenance

The RE service manages the TU/e grounds and ensures that the grounds (including the green areas) are maintained and cleaned. Dumping waste on the TU/e grounds is prohibited. If you notice such waste or other disturbances, please contact 040-247 2650.

8 Facility services

8.1 Cleaning

The cleaning of the offices and general areas of the building is the responsibility of FMC and is provided by a licensed cleaning company. Location management (part of FMC) has information on the specifications, polishing and glass washing schedule, among other things. In addition to regular cleaning, an additional assignment may be used, such as polymerizing the floors. The cost is then borne by the applicant. For rooms classified as laboratories, it is necessary to coordinate with the appropriate lab administrator and instruct the cleaner before this room is included in the cleaning rounds.

8.2 Waste

Waste collection devices are placed in all buildings in which the following waste streams should be separated by users: paper/cardboard, PMD, VGF and residual waste. In addition, special boxes for small chemical waste such as batteries, ink ribbons and cartridges, among other things, are available at each building reception (FMC takes care of this).

8.3 Found objects/theft

Found objects can be handed in at the receptions of the various buildings. These are registered in the program iLost. This is a platform that connects finder and owner of an object.

The Lost Property Regulations in the Civil Code (Book 5, Articles 5 to 12) describe the rights and obligations of the finder and owner of lost and found.

All cases of (possible) theft of private and university property should be reported as soon as possible to the reception desk of the relevant building or TU/e security. In addition, a report can be made to the police (please deliver a copy of this to security).

TU/e is not liable for theft and/or damage to private property.

8.4 Events

TU/e has a Handbook of Events. Please refer to it for details (see FMC's Intranet page for this). Below are some important points:

- Requests for small events or gatherings (<150 people) should be made known to the building manager. Activities up to 150 persons outside designated catering facilities should be reported to Real Estate 24 hours in advance. For events with more than 150 persons, a request must be submitted in accordance with the TU/e Events Manual.
- The responsibility of an event lies with the event organizer.
- Depending on the binding agreements, made at the time of application, the Head of Safety & Security can have the event stopped before and/or during commencement. A building manager cannot personally do this but must always contact the Head of Safety & Security for this purpose.

8.5 Complaints

Complaints (other than one-time malfunctions) can be initiated through Facilitator or building reception. Indoor environmental complaints (comfort complaints related to climate, lighting, etc.) can be submitted to HRM (OHSE&R), via the digital Indoor Environmental Complaint Form.