

HIGH TECH CAMPUS EINDHOVEN

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Foreword

Welcome to High Tech Campus Eindhoven

The preferred working method on the Campus is Open Innovation. This means that Campus firms share know-how, expertise and R&D facilities with each other. This also applies to the various social facilities that the Campus has to offer, such as restaurants and sports options.

Besides sharing these facilities you can get various other services, so that you can concentrate fully on your business. If you wish, HTCE Site Management B.V. can take all facility incidentals off your hands. This guide provides you with all the information you need so that you can immediately take the right path, both inside your building and on the site.

We are constantly working to improve our service. If you have any suggestions, do not hesitate to contact me. (harrie.arends@hightechcampus.com)

On behalf of HTCE Site Management B.V. I wish you a pleasant and inspiring stay on the Campus.



Harrie Arends, Operations Manager High Tech Campus Eindhoven

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1. Introduction

This is the building guide for the multi-tenant buildings on High Tech Campus Eindhoven. Chapter 2 of this guide describes the general facilities that the Campus has to offer. In addition, the building-bound services for the multi-tenant buildings are described specifically in Chapter 3.

1.1 Landlord

HTCE Site Management B.V., which is part of Ramphastos Real Estate and was set up as the agent and delegated landlord of the buildings covered by this document, offers a basic package of services for tenants of the multi-tenant buildings on High Tech Campus Eindhoven. For these services and facilities HTCE Site Management B.V. has appointed Yask Facility Management as manager. See section 1.2.

HTCE Site Management B.V. is the contact point for all matters relating to operations on High Tech Campus Eindhoven.

HTCE Site Management B.V. contact details:

Telephone number: +31 40 230 5500

E-mail: secretariaat@hightechcampus.com

1.2 Service Management

Yask Facility Management is the Campus facility agent. Yask Facility Management is responsible for facility and technical management of the buildings. This building guide describes which services they provide on the Campus. The services offered can be divided into three types:

- Obligatory collective services
- Optional collective services
- Optional services

The above division is based on the Service Level Agreement (SLA) that the tenant has signed with HTCE Site Management B.V. as part of the rental agreement or based on the service component as part of the Light rental agreement.

Contact details YASK Facility Management

Yask Facility Management can be reached 24/7 by email or telephone.

Reports and failures in and around your building can be logged in Facilitor.

To obtain a Facilitor account please send a mail to facilitydeskhtce@yask.nl.

For emergency inquiries and questions please contact Yask Facility Management by phone: 040 230 5600.

Link Facilitor	https://kfht.facilitor.nl/
E-mail address	facilitydeskhtce@yask.nl
Telephone number (only for urgent requests)	+31 40 230 5600
Opening hours	24/7

2. High Tech Campus Eindhoven Facilities

The Campus has various facilities that tenants can use. Most of them are in a single central location in the center of the Campus, called The Strip. The Strip is the beating heart of the Campus. Residents & visitors to the Campus meet daily at The Strip, for lunch, an intensive workout or during one of the many network meetings or technical conferences.

2.1 Conference Center High Tech Campus

The Conference Center is the perfect location for meetings, presentations, seminars or events. Here you can rent a meeting room for e.g. four or six people, but large groups (up to 300 people or more) are also very welcome. For reservations and general questions: conferencecenter@hightechcampus.com or tel. +31 40 230 5700.

2.2 Catering facilities

There are several catering facilities at The Strip. The various options are mentioned below. It is only possible to pay with PIN and credit card in the restaurants. Furthermore it is possible to request for a VOR (Sales on credit) number. You will receive an invoice once a month of all the catering charged on this number.

Eurest Catering provides the catering in all restaurants as well as in the Conference Center. It is also possible to order catering that needs to be delivered in your building. There is a special website available on which you can make an account and order catering (www.cateringhtc.nl).

Special themes, events and activities in the restaurants are communicated via the website of High Tech Campus Eindhoven, on the screens in the restaurants, via social media: @eurestHTCE and via the newsletter of The Strips. You can subscribe to this newsletter via <http://eepurl.com/djSh3T>.

Restaurants	Opening hours	Type of restaurant	Location
Foodlab	11.30 - 14.00	various food trucks	Food truck area
The Mart	11.00 - 14.00	Self-service, fresh products, front cooking	HTC 1-A
The Lounge	upon request	Business restaurant, , à la carte menu or buffet, drinks and cocktail parties	HTC 1-A
LOKL	07.30 - 15.00	Coffee bar, local touch, Starbucks coffee	HTC 1-B
Grand-café The Lucky Swan	t.b.d.	Grand-café, full service	HTC 1-C
Foodcourt;		Self-service outlets;	HTC 1-D
- Daely	11.00 - 14.00	a wide lunch assortment	
- Daely coffee corner	10.00 - 14.00	coffee corner	
- Alfresco	11.30 - 14.00	Italian cuisine	
- Love My Curry	11.30 - 14.00	Indian cuisine	
- Subway	10.00 - 14.30	sandwich bar	
Okinawa	11.30 - 14.00	Japanese cuisine	HTC 5
Brave New World	11.30 - 14.00	World cuisine, front cooking	HTC 5
Tlab	08.00 - 16.00	Tea shop	HTC 5

For all questions regarding catering, reservations, organizing an event, please contact Eurest Catering via +31 40 230 5777 or saleshtc@compass-group.nl.

2.3 Shops

There are also some shops on The Strip, such as AH-to-Go, insurance firm AON, GGD, Swiss Post and Science Hair. Hairdresser Science Hair is a training studio of the regional education center ROC.

2.4 Sport & Wellness Center

Campus Health and Sports Club – Corporate Vitality

Corporate Vitality offers an in-house health and vitality programme as part of the eco system at the Campus. For events at the sport fields (Frits Philips Sportbos) and in the farm HTC 61 you can contact Corporate Vitality by phone 040 3333001 or mail to info@corporae-vitality.nl. For more information go to <https://www.hightechcampus.com/companies/corporate-vitality>.

Wellness Center High Five

The Campus Wellness Center powered by High Five Health Promotion is an onsite fitness location at The Strip. The Wellness Center is open on working days from 7.00 a.m. till 8.00 p.m. and can be contacted via tel. +31 40 230 5611. Any employee of High Tech Campus Eindhoven can get a membership at a reduced rate. See www.hightechcampus.com/facilities/campus-wellness-center for the registration form and other details.

Frits Philips Sport Forest

We have outdoor sports facilities such as tennis, volleyball and basketball courts and a football pitch. Campus residents can use these facilities free of charge. There is also a cricket club located at the Campus, namely High Tech Campus Cricket Association. For more information check their website; www.htceca.nl.

2.5 Child care center

If you are looking for childcare facilities, you can bring children under the age of 4 to Nemo day care. Nemo is located on campus in a new building, in a quiet, green area in the Dommel Valley. There is plenty of room for the children to play indoors and outdoors. Open on working days from 07.30 - 18.30 hours. For further information call +31 40 292 8044 or <https://www.hightechcampus.com/facilities-and-services>.

2.6 Bicycle repair shop

Do you want to use the repair service, than please bring your bicycle in before 10.00h.

The location in HTC 33 is accessible via the ramp in front of garage P4 West and has its own entrance. The bicycle repair shop is open daily from 8.00 a.m. to 12.30 p.m. You can contact the bicycle repair shop by phone; +31 40 230 5623 of 06-46690031.

3. Services

In addition to the general facilities, High Tech Campus Eindhoven also offers building-bound services. These are explained in this chapter.

The services can be divided into three types. This division is based on the Service Level Agreement (SLA) that the tenant has signed with HTCE Site Management B.V. as part of the rental agreement or based on the service component as part of the Light rental agreement

Obligatory collective services

The obligatory collective services comprise an obligatory package of standard services that are supplied to every tenant on the Campus. These services are primarily related to the maintenance of the site, energy, safety and security of the buildings and have a collective function.

Optional collective services

The optional collective services are those that are obligatory to receive if the tenant wishes to have that kind of service for its operations in the leased space. These may be services relating to security, safety, hazardous waste, etc.

Optional services

The optional services are the remaining services that are offered by HTCE Site Management B.V. and/or Yask Facility Management , but which are not obligatory for the tenant to receive.

List of services

Site-related services:

- | | |
|---|--------------|
| 1. Underground infrastructure (site) | |
| - Sewerage system | Oblig. coll. |
| 2. Above-ground infrastructure (site) | Oblig. coll. |
| 3. Joint HTCE services | Oblig. coll. |
| 4. Security / safety | |
| - Security | Oblig. coll. |
| - Safety | Oblig. coll. |
| 5. Central badge application | Oblig. coll. |
| 6. The Strip services | |
| - Restaurant & Cafés | Oblig. coll. |
| - Management services | Opt. coll. |
| - Catering for events | Opt. coll. |
| - Conference Center | Opt. coll. |
| - Shops | Optional |
| - Indoor sports/fitness | Optional |
| - Outdoor sports | Optional |
| - Day nursery | Optional |
| 7. Non-hazardous waste | Oblig. coll. |
| 8. Drinking water, electricity and natural gas
(multi-tenant buildings only) | |
| - Drinking water | Oblig. coll. |
| - Electricity | Oblig. coll. |
| - Natural gas | Oblig. coll. |
| 9. Thermal Energy Storage (TES) installation | Oblig. coll. |

Building-related services:

- | | |
|--|--|
| 1. Maintenance and infrastructure | |
| - Technical building maintenance | Optional/
Oblig. coll. multi-tenant |
| - Building management system (Scada-IBS) | Oblig. coll. |
| - Risk Management System (RMS) | Oblig. coll. |
| - Fire Alarm Information System (FAIS) | Oblig. coll. |
| - Document Management System (Dv TDM) | Oblig. coll. |
| 2. Facility management | Oblig. coll |
| 3. Security / safety | |
| - Security & safety | Opt. coll. |
| - Safety | Optional |
| 4. Reception | Optional |
| 5. Logistics services | |
| - Mail | Optional |
| - Goods | Optional |
| - Transport service | Optional |
| - Secondment | Optional |
| 6. Cleaning | |
| - Maintenance, internal & windows | Optional/
Oblig. coll. multi-tenant buildings |
| - Maintenance, external & windows | Optional/
Oblig. coll. multi-tenant buildings |
| 7. Document services / central repro | Optional |
| 8. Vending facilities | Optional/
Oblig. coll. multi-tenant |
| 9. Other facility management services | |
| - Indoor plants | Optional/
Oblig. coll. multi-tenant |
| - Workplace management | Optional |
| 10. Changes (rearrangement/projects) | Optional |

HTCE Site Management B.V. ICT services:

- | | |
|--|--------------|
| 1. Network connectivity | |
| - CSM ICT, site infrastructure | Oblig. coll. |
| - CSM ICT, building infrastructure | Oblig. coll. |
| - CSM ICT, physical cabling | Oblig. coll. |
| - CSM ICT, wireless infrastructure | Oblig. coll. |
| 2. Service provision | |
| - CSM ICT, operational management and service desk | Oblig. coll. |
| - CSM ICT, standard changes | Oblig. coll. |
| - CSM ICT, non-standard changes | Oblig. coll. |
| - CSM ICT, projects and consultancy | Oblig. coll. |
| 3. Computer rooms | |
| - CSM ICT, air-conditioned rooms | Optional |

The following sections describe all the services offered on High Tech Campus Eindhoven. A description is given by subject of the type of service under which it falls.

3.1 Above-ground infrastructure / site maintenance

Obligatory collective service

Yask Facility Management, on behalf of HTCE Site Management B.V., is responsible for maintaining the site properly. This includes the greenery, asphaltting, public area lighting, signposting on the site and site furniture.

In winter the main routes for cyclists and cars (as far as the parking garages) are kept snow-free and ice-free. Yask Facility Management and HTCE Site Management B.V. cannot be held liable for any accidents that may occur.

3.2 Safety & security

Obligatory collective service

Surveillance rounds are carried out on a daily basis on the site, around the buildings and parking garages. There is also a central reporting point on the Campus (SME). In the event of alarm and/or major incidents, the security staff will act according to a set procedure.

The central reporting point for emergencies is available 24/7 by phone:
+31 40 230 5444

3.3 Safety & security emergency exits / escape routes

Obligatory collective service

Emergency exits and escape routes in the buildings are indicated by pictograms and emergency lighting and must be kept free at all times. The building manager can issue you with a warning if you fail to do this. To find the nearest emergency exit and/or escape route, look on the escape route plan in your department on your floor.

3.4 Signposting

Obligatory collective service

The signposting in the general areas of the building is the responsibility of Yask Facility Management. When changes need to be made (e.g. name change, new location), this can be reported through the FM portal and the change will be carried out. The costs involved in this will be paid by the tenant.

Optional service

Signposting in the room you have rented can also be arranged through Yask Facility Management. Yask Facility Management arranges the quotation phase, together with the supply and installation. The costs of signposting in a rented room will be paid by the tenant.

3.5 Access control, central badge application

The buildings can be entered by means of an access badge. The tenant must request authorisation for this from HTCE Site Management B.V.

The front door bell can be connected to one of the tenant's telephone numbers, so that the tenant can open the automatic sliding door remotely and the visitor can enter. If you would like to have the above-mentioned connection carried out, you can request it from Yask Facility Management.

3.6 Non-hazardous waste

Obligatory collective services

Yask Facility Management, on behalf of HTCE Site Management B.V., is responsible for ensuring that waste is collected and removed in a responsible and environmentally friendly manner. On the ground floor in the buildings a separate waste bin room has been fitted out for storing non-recyclable waste, waste paper and confidential documents.

The tenant is requested to separate the waste in the following way:

- Non-recyclable waste
- Paper / cardboard

The non-recyclable waste bin is emptied at set intervals by the cleaning service. The tenant is responsible for emptying the waste paper into the waste bin provided in the waste bin room.

Optional

If required, the existing cleaning programme can be extended by an additional service whereby the waste paper is also collected by the cleaning service. Any additional costs involved in this will be paid by the tenant.

Do you have any other waste that needs to be removed, please contact Yask Facility Management.

3.7 Technical building maintenance and infrastructure

Obligatory collective service

Yask Facility Management is responsible for the technical building maintenance in the multi-tenant buildings. Technical building maintenance is defined as: the management and preventative and corrective maintenance of the air-conditioning installation, medium-voltage power, low-voltage power, lifts, access, burglary, awnings, sanitary installations, sprinkler systems, fire extinguishers, building management system, risk management system and fire alarm information system and minor day-to-day structural maintenance.

In case of faults in any of the technical installations as described above, you can contact Yask via the FM portal. In the event of a lift fault, always specify the lift number shown on/in the lift.

3.8 Mail

Optional service

Mail service is provided by Swiss Post and arranged as follows:

- A single central collection point for the entire building, consisting of a lockable sorting system located on the ground floor near the main entrance.
- The post will be picked up and delivered once a day, between 10.30 a.m. and 2.30 p.m. If preferred, the tenant can deliver the post personally at the mail room in HTC 1-C (The Strip). If requested by mail (parcelrequest@hightechcampus.com) before 11.00 a.m delivered post and packages can be picked up at the mail room.
- Anything tendered before 4.30 p.m. will be sent on the same day.
- Postage costs will be paid by the tenant. The tenant itself takes care of postage or conclude a contract with Swiss Post for this.
- Complaints will be handled via the service desk of Yask Facility Management.
- Tenders can go to the mail room at HTC 1-C with questions about sending post and packages or requests for various logistic actions.

- The opening hours of the mail room (HTC 1-C) are on Monday to Friday from 12.00 to 4.30. For more information: <https://www.hightechcampus.com/rules-and-regulations/swiss-post-solutions>.

3.9 Cleaning (offices)

Obligatory collective service

Yask Facility Management, on behalf of HTCE Site Management B.V., is responsible for cleaning the public areas and the offices, for the sanitary supplies, for emptying the waste bins in the offices and for cleaning the windows (both inside and outside). Yask Facility Management has contracted the above activities out to ICS. The activities are performed by ICS in accordance with a set cleaning programme during office hours.

Optional service

It is possible to arrange for additional cleaning or window-cleaning. The tenant will need to apply for additional cleaning at Yask Facility Management. The additional costs will be paid by the tenant.

3.10 Cleaning (pest control)

Obligatory collective service

Yask Facility Management is responsible, through its cleaning supplier, for pest control in and around the buildings where necessary. Preventative measures will naturally be taken.

3.11 Vending facilities (pantry)

Obligatory collective service

In most cases, the pantry is fitted with a dish washer and a refrigerator. HTCE Site Management B.V. has also provided the following facilities:
1x coffee maker Fresh Brew, including service provided by Maas International.

Faults in the dish washer and refrigerator and any leaks should be reported to the service desk of Yask Facility Management.

3.12 Plants (indoor plants)

Obligatory collective service

The planters in the general areas* are the property of HTCE Site Management B.V.; Yask Facility Management is responsible for the plants and their maintenance. Do not water the plants yourself.

**General areas = entrance hall, stairwells and floor corridor.*

Optional service

Having plants in the rented areas is optional. The tenant is free to arrange this by itself, but can also Yask Facility Management to make those arrangements. Yask will take care of the quotation phase as well as the provision of the planters and maintenance. The costs of the plants, including maintenance, will be paid by the tenant.

3.13 Changes (rearrangement/projects)

Optional service

If the tenant decides to alter/refurbish a room HTCE Site Management can advise on the contractor. If the tenant decides to alter a room himself using his own builders, Yask Facility Management must always be notified in advance. This has to do with the overhaul drawings and technical installations which

must be up-to-date at all times. The tenant can request any structural drawings through Yask Facility Management.

NB: The tenant must obtain prior written approval from the lessor relating to the desired changes. Therefore an application form (AMP-form) needs to be completed and submitted. The AMP-form can be obtained via assets@hightechcampus.com. When the lease is terminated, the tenant must hand over everything in the original state (this in consultation with the lessor).

3.14 Handyman

Optional

If you have small jobs (including which need to be done, you can request for capacity of the handyman through the facility desk of Yask Facility Management. Any costs will be passed on to the tenant.

3.15 ICT

Obligatory collective service

IT-related services that have to do with the (W)LAN infrastructure on the Campus and in the buildings are supplied by HTCE Site Management B.V.

Your IT contact person in your own organisation will report disruptions to the availability of the HTCE Site Management B.V. (W)LAN infrastructure directly to Campus ICT's service desk:

Tel.no.: +31 40 230 5656

E-mail: campus.ict@hightechcampus.com

If you would like to make changes to the services provided or register a new tenant, contact the IT Demand Manager. The IT Demand Manager can be contacted through the Campus Site Management's secretariat:

Tel.no.: +31 40 230 5500

E-mail: secretariaat@hightechcampus.com

You can find a full description of ICT services on www.ict.hightechcampus.com

3.16 Corporate profiling

Optional service

HTCE Site Management B.V. offers the option of profiling your company by using the corporate logo. The corporate logo must be used in accordance with a set procedure. This procedure must be requested from HTCE Site Management.

The company profiling can be carried out through Yask Facility Management if preferred. The tenant must request this itself beforehand.

3.17 Parking

Parking on the Campus is only permitted in the designated parking areas. There are several sheltered parkings on the site, which are freely accessible. Or you can use the unsheltered parking lots P1 or P8. There are also parking bays for loading/unloading and for disabled employees/visitors. There are several electric charging points in the parking garage and in front of the farm (HTC 61).

For more information relating to the transport policy on and around the Campus, see <https://www.hightechcampus.com/rules-and-regulations/general-rules-campus>.

3.18 Bicycle storage facilities

Cycle racks are installed near every building. These cycle racks are only intended for parking Campus bicycles and visitor's bicycles. Bicycles of mopeds of Campus residents must be placed in the designated bicycle storage facilities in the parking garage.

HTCE Site Management B.V. or Yask Facility Management cannot be held liable for theft or damage to bicycles or mopeds.

3.19 Smoking

Smoking is not permitted in or in front of the buildings. Various smoking shelters have been put up on the site, close to the buildings, for smoking purpose. Next to the entrance of each building there is an outdoor ashtray for disposal of cigarettes before entering the building. Smoking is also not permitted in or around the waste bin room at the rear of the building.

3.20 Campus opening times

The Campus is open on working days from 6.30 a.m. – 8.30 p.m. The Campus rules, which everyone must observe, are displayed at the entrance to the site. If you wish to enter the Campus outside regular opening hours you must submit a request at Campus Security.

Campus security (SME) is available 24/7 by phone:

+31 40 230 5441. For major incidents please call the emergency number:

+31 40 230 5444.

Summary of telephone numbers

Yask Facility Management (urgent facilities requests and issues)	+31 40 230 5600
HTCE Site Management Secretariat	+31 40 230 5500
Campus ICT	+31 40 230 5656
Conference Center High Tech Campus	+31 40 230 5700
Eurest Catering	+31 40 230 5777
Day Nursery (NEMO)	+31 40 292 8044
Service vending machines (Maas) via Yask	+31 40 230 5600
Wellness Center (High Five)	+31 40 230 5611
Campus Security (SME) 24/7	+31 40 230 5441
Emergency number 24/7	+31 40 230 5444

Link to additional documents

General rules (EN) <https://www.hightechcampus.com/rules-and-regulations/general-rules-campus>

Environmental guide (NL-E) <https://www.hightechcampus.com/cvm/downloads>

4. What should you do in the event of a major incident?

When every second counts, don't delay,
call the emergency number:
040 230 5444



1. In the event of a fire

- Stay calm
- Break the glass to activate the manual alarm
- Call the emergency number **040 230 5444**
- State: your name, telephone number, location, extent of the fire
- Alert your colleagues to the fire
- Close windows and doors
- If possible, extinguish the fire using a fire extinguisher or fire hose
- Obey the evacuation instructions



2. In the event of evacuation

- Stay calm
- Obey the instructions given by the local emergency officers (wearing a yellow vest)
- Use the emergency escape route indicated
- Do not use the elevator
- Walk in single file on the stairs (merge in turn)
- Assemble at central point: assembly point HTC 1 - building section D
- Await instructions



3. In the event of an accident

- Put your safety first
- Stay calm
- Call the emergency number **040 230 5444**
- State: your name, telephone number, location, nature of the accident, number of injured persons
- Stay with the injured person(s) until the company emergency officer arrives
- Obey the instructions given by the company emergency officers



4. In the event of a major incident or emergency

- Stay calm
- Call the emergency number **040 230 5444**
- State: your name, telephone number, location, nature of the incident
- Obey instructions

For further information see the back.

State clearly:

Who?	Name of person reporting incident + how to contact
What?	Description of the incident + number of injured persons (if applicable)
Where?	Precise description of the location on the Campus; building, floor and room

When should you call the emergency number **040 230 5444**?

In the event of: illness, accident, fire or other major incident.

After an incident has been reported, Security will:

- Call the emergency services (ambulance/fire service/police)
- Open the entrance gates for the emergency services
- Open the car-free area
- Guide the emergency services to the scene of the incident
- Call the local company emergency officers (BHV) into action

NB If you call 112 directly:

- Security will not be aware of the incident
- The internal emergency services will not be called to the scene
- The gate for the emergency services will remain closed
- There will be no access to the car-free zone
- There will be no Security officer to guide the emergency services to the scene
- The company emergency services (BHV) organisation will not be called into action