

HOUSE- AND RULES OF CONDUCT

On the Nyenrode estate many employees, customers, guests and students are moving 'around'. To ensure that the estate looks good and is a safe place for everyone, there are some House rules of conduct to be maintained. Thank you for your cooperation.

General

Employees are required to obey the rules contained in their contract and in the collective work agreement (cao). This document contains some additional rules that are also applicable to employees.

Catering

All catering activities at Nyenrode are supplied by an external catering company. Catering from other companies is only allowed after permission from Events & Sales.

Charging point for electric cars

Nyenrode created the possibility to charge electric cars, scooters and bicycles on parking area C. The cards to activate the charging point for cars are available at the Servicedesk. Also the cable you need is available there.

Clean desk

To facilitate cleaning your desk, make sure that your desk is completely empty at the end of the day:

- Paperwork in your office cabinet
- Clear away leftovers and dirty dishes
- Don't leave valuables in the office
- Turn off the lights and computer
- Upon leaving, close your office cabinet, doors and windows

Company property

It is not allowed to take company properties away from the Nyenrode estate. When employees damage company property, they may be liable for repair and/or replacement.

Complaints

Contact the Service desk as soon as possible when you have complaints or breakdowns to report, so they can solve the problem.

Computer

For questions about your computer or telephone please contact Helpdesk ICT: 1288 or at helpdesk@nyenrode.nl.

Use your email and internet for private matters only very limited. More information about 'the behavioral codes (gedragscode) for using your computer, check the HRM section at the intranet:

- Tab: 'Downloads'
- Map: 'Human Resources'
- Map: Gedragscodes'
- Document 'gedragscode computergebruik'

Driving Speed

In view of the safety and the protection of the estate there is a speed limit of 20 km/hr. The Middenlaan is only available for limited services activities.

Emergencies

The emergency response teams will give the first help when there is an incident. They have received a special education and will be at the location of the incident in three minutes. There is an emergency plan describing all the procedures. Every year there are trainings and exercises at the Nyenrode estate. For more information see the Instruction card in the appendix. All members of the emergency response teams are trained in first aid.

(electronic) Equipment

It is not allowed to place and use microwaves, cookers, senseo machines and such at the office, because of concerns about the safety and hygiene, but also about the image of the company.

Failures/damage

Please report breakdowns and damages at the Nyenrode Service Web or at the Servicedesk.

Identification

Security is authorized to ask you for identification. If you can't show your identification, Security can decide to deny the access to the Nyenrode estate.

Internal Movement

Please contact the Facility services department when you want to move to another office. You can do so at Nyenrode Services Web or contact the Business Support department. This should be done not later than two weeks before the intended movement.

Mail

For internal mail use the internal envelop. Don't seal them, so they can be used more times. In the morning the mail will be delivered and collected between 10.00-11.00 hours. In the afternoon it will be between 14.30-15.30 hours. It is not allowed to receive private mail at the office. Employees of the mail department are authorized to open mail, that is not properly addressed..

Moving of furniture

It is not allowed to move furniture between different rooms. Please replace the furniture in the room after a meeting in the way you found it at the start of the session..

Nursing room

In the Plesmanhotel (corridor B, second floor) there is an nursing room, equipped with a fridge. The key is available at the Servicedesk (Albert Heijn building) or at the reception of the Plesmanhotel. The room cannot be booked beforehand.

Nyenrode Service Web

Nyenrode Service Web is the intranet website of the Facility Services department. Through them you can order products and services. On the first page you can find a manual how to use the website. By using this website we can avoid waiting times, double reports and ambiguities and ensure a good service.

Office supplies

Office supplies need to be ordered by email: repro@nyenrode.nl The Repro delivers office supplies from the standard assortment. For additional requests contact the Repro. Orders should always be placed with Repro in view of the contracts with our suppliers. General services can deliver the office supplies at your office or you can pick them up at the Repro.

For paper and toners please contact the Servicedesk

Parking

Parking is only allowed at parking spaces A t/m F. If necessary, Security can provide a dispensation. For the parking policy at Nyenrode see (intranet.....).

Parking of bicycles

You are required to park your bike at the special parking spaces for bikes at the entrance of the buildings . It is not allowed to park your bike in front of a building.

Payment

At Nyenrode all payment is done by either chipknip or PIN. We don't accept cash. Prepaid chipknip cards are available at the Servicedesk. At the Servicedesk, library and Plesman Bar you can pay with pin and credit card.

Pets

Because of matters of hygiene, possible allergies of colleagues and the image of the company it is not allowed to bring pets to the office.

Security

Security is responsible for the order, the safety, the parking policy and access control at Nyenrode. You are required to follow the orders from security. When you see something suspicious, please, contact Security at 1000.

Service desk

For questions, , and complaints and for orders from the Nyenrode shop you can contact the Servicedesk. The Servicedesk is situated in the Nelie Kroeshal and you can reach the desk at 1234 of servicedesk@nyenrode.nl

Sexual harassment/discrimination

If you have an indication of sexual harassment or if you feel uncomfortable in certain situations contact one of the special confidants ('vertrouwenspersonen'):

- Marianne Lammers: 0346-291519, Dr Albert Heijn gebouw 1.64
- Henry Robben: 0346-291276, Dr Albert Heijn gebouw 3.60

Smoking

There is a non smoking policy in all the buildings. Smoking needs to be done outside the buildings. Put your cigarette butts in the available ashtrays. At Dr. Albert Heijn, De Rooij and Plesman building you can smoke under the 'smoking umbrella's'.

Sport

You can play sports at the sport fields or in the Gymnasium. The Gymnasium can't be used during an examination period or when there is a special event. At the entrance of the Gymnasium you can find the time it is available or you contact the Events & Sales department at 1544 or events@nyenrode.nl.

Start and end of employment

At the start and end of an employment please contact the HR department . It is also important to hand in your telephone, your access pass, your work clothes and keys from Nyenrode. For the announcement of the start of a new employee or the end of an employment a form is available on intranet. This form will be used by all supporting departments (HR, ICT and FS).

Tidiness

Keep your offices, pantry's and all public places tidy, because guests can be present in the buildings at all times. It is not allowed to block stairways and emergency exits.

Visitors

Nyenrode employees are kindly requested to register visitors via the Nyenrode Service Web. This is to ensure that are welcomed in a correct way by security and the service desk employees.

Visitors and colleagues property

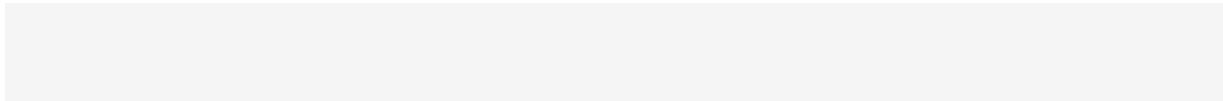
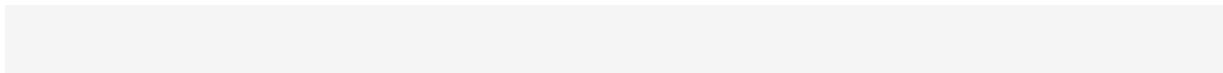
Respect the properties of visitors and colleagues Nyenrode isn't liable for lost or stolen properties. Lost properties or clothes will be saved at the Servicedesk for about two months. After this period they will be disposed of according to rules laid down in the law, ('Burgerlijk Wetboek') Visitors can be asked to identify themselves when they come to the Servicedesk to inquire or to pick up their properties. Everybody is asked to deposit found properties at the Service Desk.

Walls and doors

It is not allowed to put posters or other things at walls and doors. If you want to put up or exhibit something please contact the Service desk.

Waste

At Nyenrode, the waste will be separated. A distinction is made between paper, plastic and other waste. For both paper and other waste there are bins at your workplace. The square black bins are intended for paper, the round ones for the remaining waste. Twice a week the bins will be emptied.



Instruction card

Internal emergency number: 1000



In case of an accident, the smell of gas, fire risk or suspicious matters

Report the incident with the internal emergency number 1000 and/or with the national emergency number 112. Specify your information:

- Your name;
- Number of victims;
- Location of the incident;
- Your phonenumber;
- Facts of the incident

After calling the national emergency number (0) 112, also call the internal emergency number 1000. Security will escort the emergency services to the incident.



In case of fire

- Try to stop the fire with the available equipment.
- Close windows and doors, shut down your devices and leave the danger zone.
- Follow the instructions of the emergency response team.

Fire/occupational injury at another department

- Stay where you are and follow the instructions of the emergency response team
- Warn your department manager immediately in case of an occupational injury. The department manager must report to the HR department so they can register the injury.



In case of evacuation

- Leave the building by the evacuation routing.
- Don't use the elevators
- Gather at the designated place
- Follow the instructions of the emergency response team fire brigade

This information is also available at the 'Incident instruction signs' in the corridors. Keep the evacuation routes, emergency exits and stairs free and don't touch the fire equipment.

FIRST AID KIT

FIRST AID KIT boxes are present in every building, on the following locations:

• Gate	• Ground floor
• Castle	• Ground floor
• Castle	• First floor
• Castle	• Cellar
• Coach House	• Ground floor
• Coach House	• First floor
• Coach House Wing	• Ground floor
• Plesman	• Ground floor
• Library	• Ground floor
• Library	• First floor
• A.H. Building	• Ground floor
• A.H. Building	• Ground floor
• A.H. Building	• First floor
• A.H. Building	• Second floor
• A.H. Building	• Third floor
• De Rooij	• Ground floor
• De Rooij	• First floor
• Gymnasium	• Ground floor
• Mensa	• Ground floor
• Gymnasium	• Ground floor
• Campushotel	• Ground floor (south)
• Campushotel	• Ground floor (north)