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 KIEN Facilitair 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

KIEN Facility Management is the Campus facility agent. KIEN Facility Management is responsible for the 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.

KIEN Facility Management contact details

KIEN Facility Management can be contacted via the FM portal. You can contact KIEN with all your general questions relating to the Campus and your questions regarding the services provided by KIEN. All problems are also reported via the FM portal.

KIEN Facility Management can be contacted via the FM portal or for urgent facility requests and issues by phone:

<table>
<thead>
<tr>
<th>FM portal</th>
<th><a href="https://kfht.facilitor.nl/">https://kfht.facilitor.nl/</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail address</td>
<td><a href="mailto:facilitydeskhtce@kien-fm.nl">facilitydeskhtce@kien-fm.nl</a></td>
</tr>
<tr>
<td>Telephone number</td>
<td>+31 40 230 5600</td>
</tr>
<tr>
<td>(only for urgent requests)</td>
<td>24/7</td>
</tr>
<tr>
<td>Opening hours</td>
<td>24/7</td>
</tr>
</tbody>
</table>
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 and at Twitter: @eurestHTCE

<table>
<thead>
<tr>
<th>Restaurant</th>
<th>Phone number</th>
<th>Opening schedule (only on work days)</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restaurant New Court</td>
<td></td>
<td>11.30–14.00 hrs</td>
<td>Broad range, self-service, fast and efficient</td>
</tr>
<tr>
<td>- Daely</td>
<td></td>
<td>Subway: 10.00–15.00 hrs</td>
<td></td>
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<tr>
<td>- Alfresco</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>- Love my Curry</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>- Subway</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LOKL</td>
<td>+31 40 230 5610</td>
<td>07:30–16.00 hrs</td>
<td>Coffee-house</td>
</tr>
<tr>
<td>Monday and Friday</td>
<td></td>
<td>07:30–19.00 hrs</td>
<td></td>
</tr>
<tr>
<td>Tuesday till Thursday</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Colour Kitchen</td>
<td></td>
<td>09.00–20.00 hrs (kitchen until 19.30 hrs)</td>
<td>A la carte menu, buffet, table service Trendy and cosy</td>
</tr>
<tr>
<td>Restaurant The Mart</td>
<td></td>
<td>11.30–14.00 hrs</td>
<td>Broad range, self-service. Fresh ingredients, front cooking</td>
</tr>
<tr>
<td>Restaurant The Lounge</td>
<td>+31 40 230 5777</td>
<td>11.30–14.00 hrs</td>
<td>A la carte menu, table service. Business and stylish</td>
</tr>
<tr>
<td></td>
<td></td>
<td>On request open for dinner</td>
<td></td>
</tr>
</tbody>
</table>
For all questions regarding catering 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, bank services, computer supplies, print services, a dry cleaning and clothes & shoe repair service and a hairdresser. The operations of the hairdresser are conducted in collaboration with the local ROC training courses.

2.4 Sport & Wellness Center

Campus Sports
The Campus has its own sports club with about 1,400 members called Campus Sports. Campus Sports consists of a number of sections. Any employee of High Tech Campus Eindhoven can join. For further information and registration see the website: www.campussports.com

Wellness Center
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.

There are also outdoor sports facilities. There are tennis, volleyball and basketball courts and a football pitch. Members of Campus Sports can use these facilities free of charge.

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 and there is ample parking. Open on working days from 07.30 - 18.30 hours. For further information www.hightechcampus.com/facilities/child-care-center or call +31 40 292 8044.

2.6 Bicycle repair shop
Since 1 May 2003 there has been a bicycle repair shop on the Campus. Anyone can take their bike to High Tech Campus 33 for preventative and corrective maintenance. Please bring your bike as early as possible, but in any event before 10 a.m. The bicycle repair shop is open daily from 8.30 a.m. to 12.30 p.m. You can contact the bicycle repair shop by phone; +31 40 2305623 or 31 6 1257 4287.
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.

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 KIEN 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
8. Drinking water, electricity and natural gas (multi-tenant buildings only)
   - Drinking water Oblig. coll.
   - Electricity Oblig. coll.
   - Natural gas 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 Optional
3. Security / safety
   - 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
KIEN Facility Management, on behalf of HTCE Site Management B.V., is responsible for maintaining the site properly. This includes the greenery, asphalting, 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. KIEN 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 KIEN 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 KIEN Facility Management. KIEN 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 KIEN.
3.6 Non-hazardous waste

Obligatory collective services
KIEN 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? In that case you can contact KIEN via https://kfht.facilitor.nl.

3.7 Technical building maintenance and infrastructure

Obligatory collective service
KIEN 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 the case of faults in any of the technical installations as described above, you can contact KIEN 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 is the responsibility of a supplier via KIEN Facility Management and is 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 mail will be picked up and delivered once a day, between 10.30 a.m. and 2.30 p.m. If preferred, the tenant can tender the mail itself at the mail room in HTC 29. Anything tendered before 4.00 p.m. will be sent on the same day.
- Postage/franking costs will be paid by the tenant. The tenant itself is responsible for franking or signs a contract with SPN for this.
3.9 Cleaning (offices)
Obligatory collective service
KIEN 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). KIEN has contracted the above activities out to CSU. The activities are performed by CSU in accordance with a set cleaning programme during office hours.

Optional service
It is possible to arrange for additional cleaning or window-cleaning to be performed besides the regular cleaning or window-cleaning. The tenant can request this via KIEN. The additional costs will be paid by the tenant.

3.10 Cleaning (pest control)
Obligatory collective service
KIEN Facility Management is responsible, through its cleaning supplier, for pest control in and around the buildings where this is necessary. Preventative measures must of course also be taken.

3.11 Vending facilities (pantry)
Obligatory collective service
The pantry is fitted as standard with a dish washer and a refrigerator. HTCE Site Management B.V. has also provided the following facilities:

- 1x coffee maker, model SL200 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 KIEN Facility Management.

3.12 Plants (indoor plants)
Obligatory collective service
The flower boxes in the general areas* are the property of HTCE Site Management B.V.; KIEN 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 arrange it through KIEN. KIEN will arrange the quotation phase as well as the provision of the flower boxes and the 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 B.V. can advise on the contractor. If the tenant decides to alter a room himself using his own builders, KIEN Facility Management must always be notified of this. This has to do with the overhaul drawings and technical installations that must be up-to-date at all times. The tenant can request any structural drawings through KIEN.

NB: The tenant must obtain prior written approval from the landlord relating to
the desired changes. When the lease is terminated, the tenant must hand over everything in the original condition (this in consultation with the landlord).

3.14 Handyman

Optional
If you have any odd jobs that you would like to have done you can request capacity in the form of a handyman through the FM portal. 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 B.V.

The company profiling can be performed through KIEN Facility Management if preferred. The tenant must request this itself beforehand.

3.17 Parking

Parking on the Campus is only permitted at the locations designated for this purpose. There are several parking garages on the site where you can park your car. Visitors can also park their cars in the parking garages, which are freely accessible. There are also parking bays for loading/unloading and for disabled employees/visitors.

For further information relating to the transport policy on and around the Campus, see www.hightechcampus.com (General Rules).

3.18 Bicycle storage facilities

Cycle racks have been installed near every villa. These cycle racks are only intended for parking the Campus bicycles and visitor’s bicycles. Other bicycles must be placed in the designated bicycle storage facilities in the parking garage.
Smoking
Smoking is not permitted in the buildings. Various smoking shelters have been put up on the site, close to the buildings, for smoking outside. Next to the entrance to the villa there is an outdoor ashtray that you can use when 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 these times you must submit a request to do so to the central reporting point. The central reporting point (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

KIEN 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
- The Colour Kitchen +31 40 230 5610
- The Lounge +31 40 230 5777
Day Nursery (NEMO) +31 40 292 8044
Service vending machines (Maas) +31 6 29 56 7952
Wellness Center (High Five) +31 40 230 5611
Central reporting point (SME) 24/7 +31 40 230 5441
Emergency number 24/7 +31 40 230 5444
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 booklet.
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