

ERT ORGANISATION

ERT MANUAL
HIGH TECH CAMPUS EINDHOVEN
2020



Compiled by:
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High Tech Campus (HTCE)
Campus Site Management
Eindhoven, The Netherlands

High Tech Campus Eindhoven

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Preface

It is the policy of the High Tech Campus Eindhoven's Campus Site Management (CSM) to facilitate and coordinate the necessary training and refresher sessions for the ERT.

(BHV = *Bedrijfs*hulpverlening = Emergency Response Team).

The CSM has given the ERT Coordinator the responsibility for these coordinating duties regarding the ERT training.

Tenants/occupants are responsible for setting up and maintaining an effective ERT organisation that is trained, motivated and equipped for its duties and risks in its buildings.

The basic principle is that the High Tech Campus tenants/occupants allocate staff members who participate actively in this ERT organisation. Collaboration between the various tenants is encouraged.

Within the High Tech Campus ERT organisation, we distinguish various functional groups, the duties and responsibilities of which will be described in this document.

The available resource to support the corporate emergency organisation are also described.

Fundamental changes in the support will be communicated in time.

On behalf of the High Tech Campus Eindhoven.

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Duties and responsibilities

There are various roles to be performed within the corporate emergency organisation at the High Tech Campus. Here follows an overview of the roles encountered in a ERT/first-aid context.

Responsibilities of the High Tech Campus Eindhoven Coordinator ERT

- The ERT Coordinator's duty is to arrange the overall ERT matters on behalf of the High Tech Campus.
- Is informed of all incidents/disasters on the campus.
- Supervises the local ERT organisations via the ERT Building Coordinator.
- Arranges for and provides first-aid kits, AEDs and evacuation chairs.
- Provides crisis team training courses upon request.
- Manages the Crisis Centre (P4 West/HTC 1E de Vijver).
- Draws up a 'MASTERPLAN' which covers all the training, negotiation structures and exercises, such as:
 - The dates of the ERT organisation refresher sessions;
 - The dates of the first-aid refresher sessions;
 - The dates of the breathing protection refresher sessions for disaster teams;
 - The option to follow the small fire extinguishers refresher sessions. Target group: 10% of the (Philips) staff (1.5 hours).
 - Building Coordinator training courses.
 - Records the evacuation exercises.
 - Evaluation of every evacuation exercise by DISC B.V.
- Prepares an annual report.
- Participates in an evaluation after a disaster along with the Building Coordinator, ERT members and Safety Officer.
- Meets twice a year with ERT Building Coordinators, ERT Heads and/or Safety Officers concerning lessons to be learned from the evaluation of incidents and disasters on the High Tech Campus and other matters relating to ERT.
- Prepares the minutes of these meetings.
- Supervises the implementation of corrective measures, including:
 - Introducing site emergency lighting;
 - Marking fire hydrants;
 - Passing on alerts;
 - Modifying strategic plans.
- Provides the information necessary for the Building Coordinator to perform his/her duties.
- Gives a presentation during the annual ERT evaluation.
- Liaises between the ERT organisations and the security organisation.

Responsibilities of the (local) Head of ERT

- Is informed of all incidents/disasters in the buildings under his/her supervision.
- Supervises the local ERT organisations via the ERT Building Coordinator.
- Keeps the information regarding risk zones up to date based on the Risk Inventory & Evaluation (RIE) documents.
- Keep up to date emergency response member data in Picasse.
- Arranges for and provides the equipment and/or other items regarding safety in and around the building.
- Informs the overall ERT organisation about the training scheme for the ERT members and first-aiders.
- Shares all reports and evaluations with the entire ERT population.
- Keeps the local ERT organisation up to standard through recruitment of staff for the ERT training.
- Registers new ERT members and first-aiders with the ERT Coordinator and ensures that they are invited to the necessary training courses.
- Arranges reimbursements for the ERT members/first-aiders.
- Subscribes or unsubscribes ERT members/first-aiders with the ERT Coordinator for the use of the wellness centre (sports).
- Organizes exercises involving ERT members/first-aiders and building occupants.
- Participates in an evaluation after a disaster along with the Building Coordinator, ERT members and possibly with the High Tech Campus Eindhoven ERT Coordinator and Safety Officer.
- Provides the information necessary for the Building Coordinator to perform his/her duties.

Responsibilities of the ERT Building Coordinator*

*(if no Head of ERT has been appointed by the organisation, the Building Coordinator will take on these duties)

- Duties of the Building Coordinator
 - Leads and coordinates the deployment of the ERT organisation in the building during an incident/accident/evacuation.
- Is responsible for implementing policy, including the following matters:
 - Has contact with all relevant managers in the building with regard to ERT matters, with input from the managers being requested where necessary. Also makes agreements with managers where access for the ERT organisation is necessary.
 - Keeps the information regarding risk zones up to date based on the Risk Inventory & Evaluation (RIE) documents.
 - Informs the ERT Head immediately when a ERT member or first-aider resigns or leaves.
 - Keep up to date emergency response member data in Picasse.

- In collaboration with the ERT Head, judges whether his/her ERT organisation is up to standard on the basis of the information provided as to whether ERT members/first-aiders have attended training courses or not. This is followed by any measures necessary.
- Keeps the distribution list of his/her ERT organisation up to date.
- Shares all reports and evaluations with the ERT Head.
- Introduces new ERT members/first-aiders to the ERT organisation by sharing knowledge specific to the building and providing the ERT member/first-aider with the information and equipment necessary for performing his/her duties.
- Reacts to signals from ERT members who are obstructed and discusses this with the ERT Head and adopts measures where necessary.
- Participates in setting up and running disaster/evacuation exercises in his/her building.
- Holds regular discussions with the ERT members and minutes these meetings.
- Subscribes or unsubscribes ERT members/first-aiders with the ERT Head or the ERT Coordinator for the use of the wellness centre (sports).
- Is familiar with the corporate emergency plan and the evacuation plan.
- Is responsible for executive tasks:
 - Deploys and coordinates of the ERT members/first-aiders in the event of a disaster.
 - Communicates with the fire brigade commander in the event of a disaster.
 - Communicates with the ERT Head (or his/her deputy) in the event of a disaster.
 - Evaluates with the ERT members concerned as soon as possible after the disaster (evaluation form). Organizes, if necessary, the evaluation within a reasonable period (1 week maximum) with the ERT Head, the ERT Coordinator and the Safety Officer of the campus.
 - Responds to signals from ERT members experiencing hindrance and notifies to the ERT Head or the manager responsible for safety.
 - Ensures that he/she is aware of all operations, adjustments, repairs or other matters in the building that influence the safety of the building's occupants.
 - Immediately reports defects in the building, infrastructure and/or ERT equipment:
 - Building: facility service provider (Leave a telephone message)
 - Waste disposal: facility service provider (Leave a telephone message)
 - Infrastructure and grounds: (Leave a telephone message with one's own service provider)
 - ERT equipment: see separate section

Responsibilities of Deputy ERT Building Coordinator

- See executive tasks under Responsibilities ERT Building Coordinator.

Responsibilities of ERT member

- Duties of ERT member
- Takes immediate action to save lives in the event of accidents.
- Contains and fights fires, activates fire alarm button (red) if necessary.
- Alerts and evacuates all staff and other persons in the company or establishment in the event of emergencies.
- Guides and supports emergency services.
- Follows adequate refresher sessions and exploits other learning opportunities.
- Is available at all times via the communications equipment (telephone/smartphone via Picasse).
- Ensures that the communications equipment (smartphone) is operational.
- Keeps up to date in terms of familiarity with the building where he/she is deployed as ERT member.
- Obtains access to relevant rooms/zones/throughways in the building via the Building Coordinator.
The Building Coordinator will provide input regarding relevant rooms.
- Reports directly to the Building Coordinator any defects in the building and/or ERT equipment.
- Checks monthly the escape routes in his/her own department.
- When deployed, uses the equipment provided properly.
- The ERT member must take into account the possibility of his/her being deployed in another building or multi-storey car park in the event of a disaster.
- Upon leaving the organisation or building or when ceasing the ERT/first-aid duties, reports this to the responsible Building Coordinator.
- Ensures that by means of the general work meetings there is awareness of the safety matters and ERT organisation for the department.
- Quickly reports (near) accidents/incidents/hazardous situations to the department management and/or the Building Coordinator/ERT Head.
- In the event of an evacuation alert, the ERT proceeds to the agreed assembly point (even if Picasse is not activated).

Duties and responsibilities of ERT member/first-aider

- Gives first aid in case of accidents or disasters.
- Follows sufficient refresher sessions.
- Is available at all times via the communications equipment (telephone/smartphone via Picasse).
- Ensures that the communications equipment (smartphone) is operational.
- Gains access to relevant rooms/zones/thoroughfares in the building via the person responsible for badges. The Building Coordinator will provide input regarding relevant rooms.
- Reports directly to the Building Coordinator any defects in the building and/or ERT equipment (AED, evacuation chair).
- When deployed, uses the equipment provided properly.
- The first-aider must take into account the possibility of his/her being deployed in another building or multi-storey car park in the event of a disaster.

- Upon leaving the organisation or building or when ceasing the first-aid duties, reports this to the responsible Building Coordinator.
- Reports (near) accidents/incidents immediately to the department management and/or the Building Coordinator/ERT Head.
- Keeps the first-aid kit (where issued) up to standard as regards contents and expiry date of sterile materials.
- In the event of a disaster, uses or makes available any bag of bandages that may have been issued.
- In the event of an evacuation signal, the first-aider proceeds to the assembly point to support the Building Coordinator.

Internal alerting

Internal alerting is intended to warn those present in a building and bring the ERT organisation into action.

In the event of a disaster, the alerting system works as follows:

1. Those present in the building are warned by the evacuation signal. The so-called 'slow whoop' signal is used. This is an ascending signal at various pitches.
2. The ERT organisation is alerted via the PZI (*Persoon Zoek Installatie* [Person Paging System]) by means of Picasse*.

*** PZI: Call-out system (telephone) of the ERT organisation**

The ERT members in a building are called up via Picasse. This Person Paging System with GSM technology, with wifi as back-up.

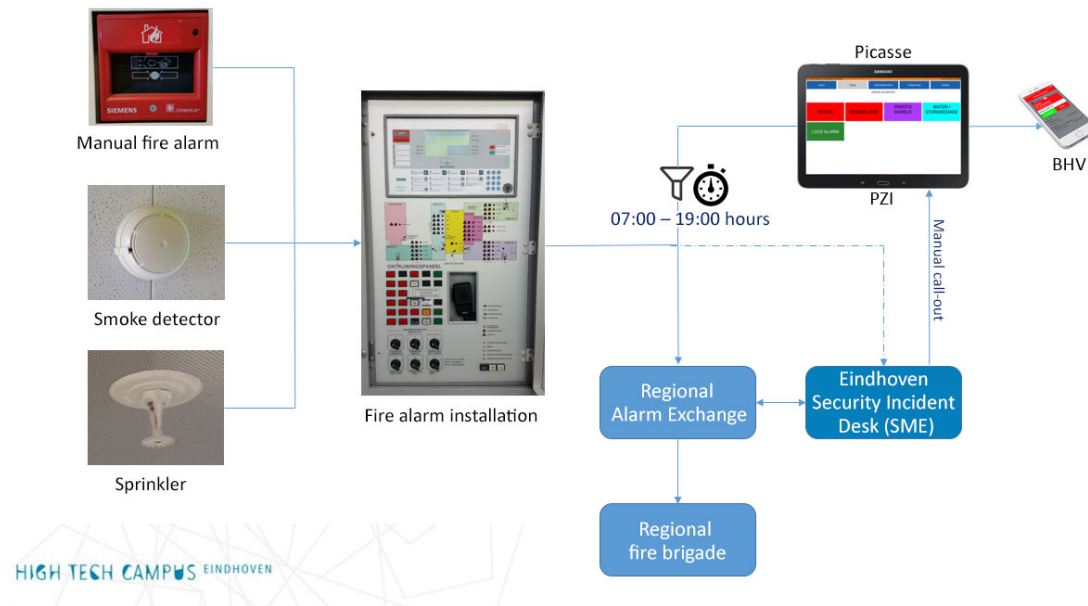
The Picasse system is operated directly via the building fire-alarm installation.

Day shift (07:00 – 19:00 hours):

A signal is emitted from the fire alarm installation in case of an automatic fire alarm, an activated manual fire alarm or (where installed) a sprinkler alarm. During daytime hours, the ERT members receive a call on their telephone. This verbal message is backed up by an SMS (text) message. The ERT members who have a Picasse app also receive a pop-up notification on their smartphone.

The call possibly describes the nature of the incident. The ERT members proceed to their established ERT assembly point, usually the building's fire-alarm installation. From here they start their ERT activities. After the automatic alert, Security can, upon request, personally call up a group of ERT members.

HIGH TECH CAMPUS EINDHOVEN



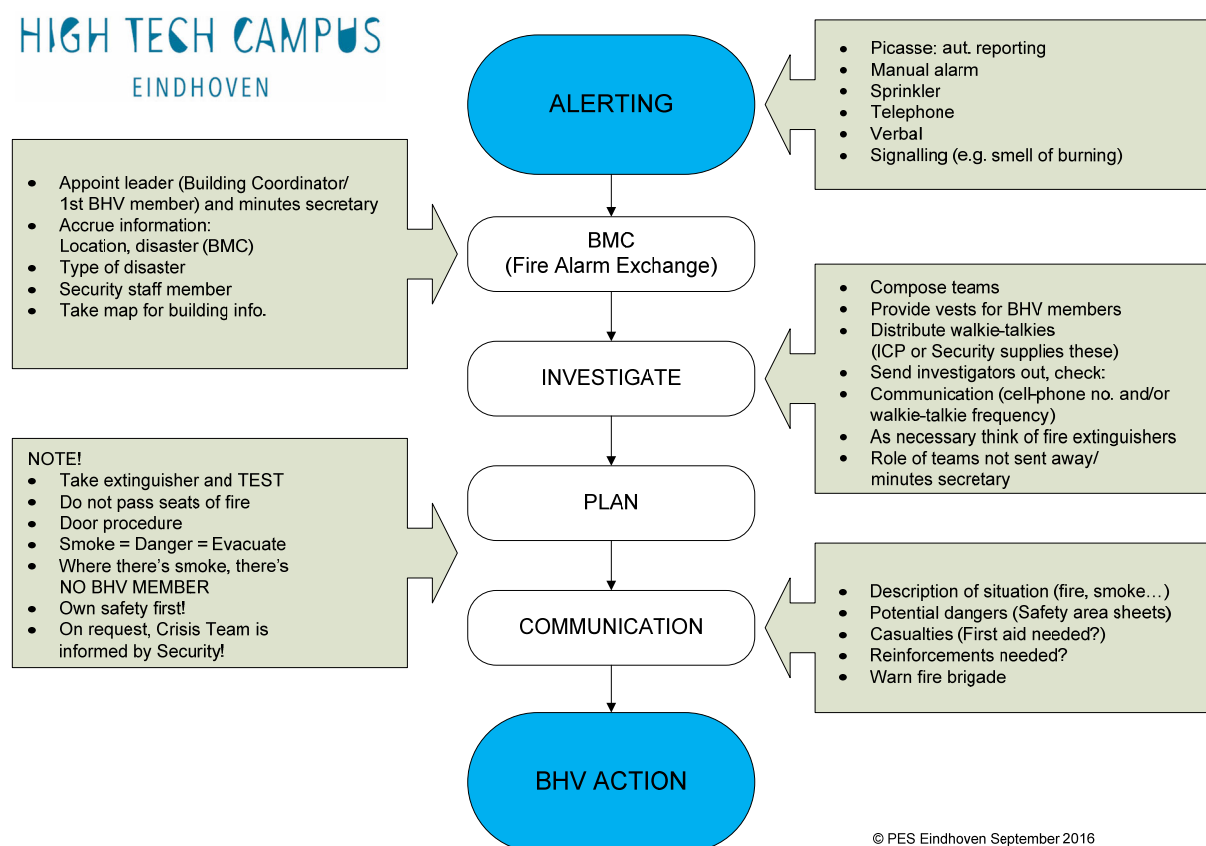
Other shifts (19:00–07:00 hours plus weekends and national holidays):

In case of an alert after working hours, in the weekend and on national holidays, the notification is not sent to the ERT members, but to the Security Incident Desk.

Step-by-step ERT plan in case of fire

As soon as the company emergency organisation has been alerted via Picasse or some other means, the first ERT member initiates matters until the Building Coordinator arrives. If the Building Coordinator is not present, the ERT member deals with the disaster. To start with, the yellow Building Coordinator's vest is put on.

The accompanying flowchart will help in leading the disaster abatement procedurally. Arrange for a laminated version at the assembly point.



Equipment

ERT telephone via Picasse

As of 1 March 2016, the Picasse alerting system is used to call up the ERT.

- ERT members and Building Coordinators always have their telephone with them when present at the HTCE.
- The Building Coordinator can help with the operation of the Picasse app.
- If you have a faulty (work) telephone, contact your employer.
- If you acquire a new telephone number, pass this on to the Building Coordinator.
- Make agreements about the use of your telephone with regard to your ERT function.

First aid

- The first-aid bandage bag can be replenished by the first-aiders themselves via Mario Gijsberts; Operations Manager, Chemical Supply Centre, HTC 2 (+31 (0)40 2798 432 or mario.gijsberts@philips.com).
- The High Tech Campus Eindhoven ERT Coordinator maintains the first-aid kits at the reception desks.
- The High Tech Campus Eindhoven ERT Coordinator maintains AEDs. In the Philips buildings, the AEDs are the property of Philips, who are therefore responsible for replacement at the end of their useful life.

Sport

ERT members and first-aiders can use the sport facilities on The Strip; this must first be approved by the ERT Head or the Building Coordinator of the local ERT organisation. This facility is provided by the High Tech Campus to make ERT members physically fit enough for the performance of their ERT duties. This provision is not free of obligations: its use is obligatory. A reasonable minimum usage has been established. Sign off via the ERT Head or the Building Coordinator.

Vests

At the assembly point, there are vests for the Building Coordinator and the ERT members, so that the occupants recognize who they are. There may be helmets and gloves available for the ERT members.

Maps

Laminated maps of the building to be evacuated are kept at the assembly point for the purpose of orientation and communication. The high-risk zones are also marked on these. With the accompanying whiteboard markers, it is easy to write on the maps.

Walkie-talkies

ERT members will be supplied with digital walkie-talkies by Security only in the event of a fire alarm. With the walkie-talkies, the ERT members remain in contact with the Building Coordinator during the evacuation. Working with the walkie-talkie will be practised in the learning sessions. For instructions for use, see Appendix 1.

Whiteboard/flip chart

Optional: In the event of a disaster or crisis, the Building Coordinator can use a whiteboard or flip chart at the assembly point.

ERT taxi

It is possible to employ a taxi for ERT purposes. This is intended for taking a casualty to the medical centre or hospital. The casualty never goes alone. Someone from his/her department will always go along. If there is no-one available, a ERT member will go. The taxi is called via the SME (*Security Meldpunt Eindhoven* [Eindhoven Security Incident Desk]) (+31 (0)40 2305 441). State clearly the reason for the taxi request, so that the request receives the appropriate attention.

Evacuation exercises

NEN 8112: Guidelines for building evacuation plans

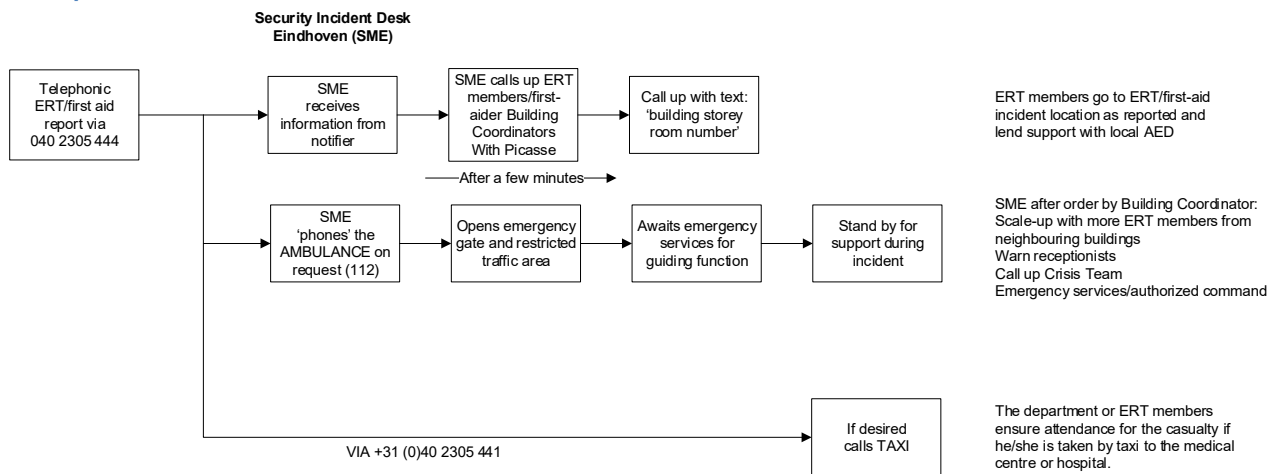
At least once a year, the skills of an evacuation organisation must be tested by means of a realistic exercise. From the RIE, it can become apparent that the normative factors render a higher practice frequency necessary.

Position concerning HTCE buildings

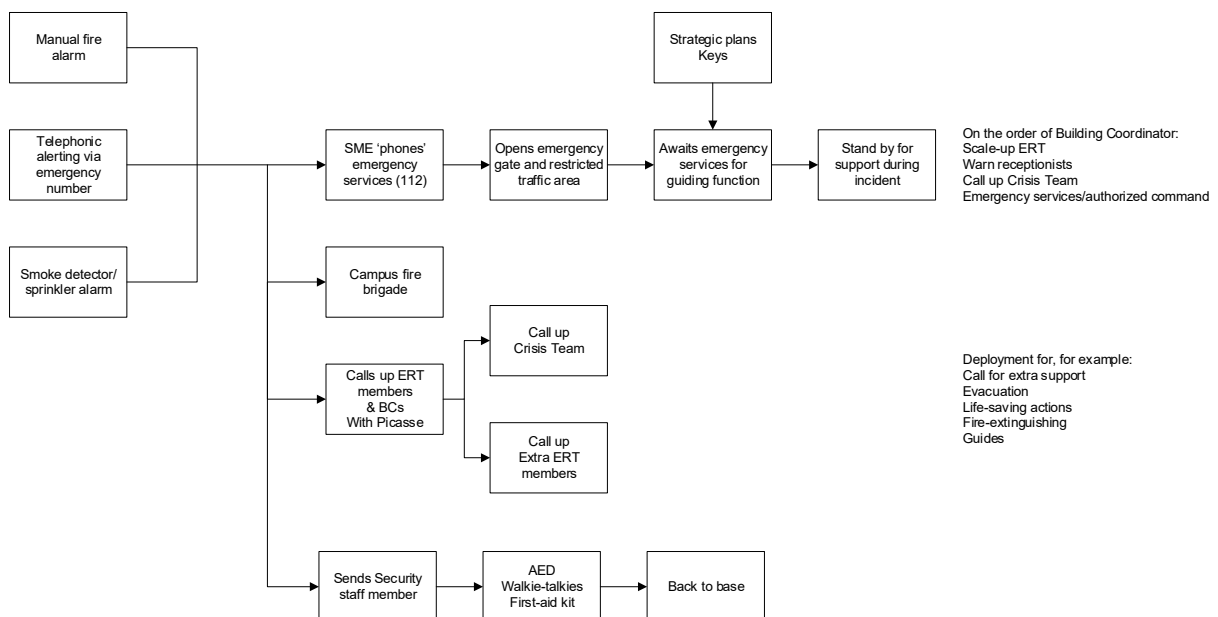
In view of the risks, or absence of risks, our position is as follows:

- Evacuate higher-risk buildings totally or partially each year (coordinate with the Building Coordinators).
- Lower-risk HTCE buildings are evacuated:
 - every other year totally (or partially) and
 - every other year during a learning session only for the ERT organisation.

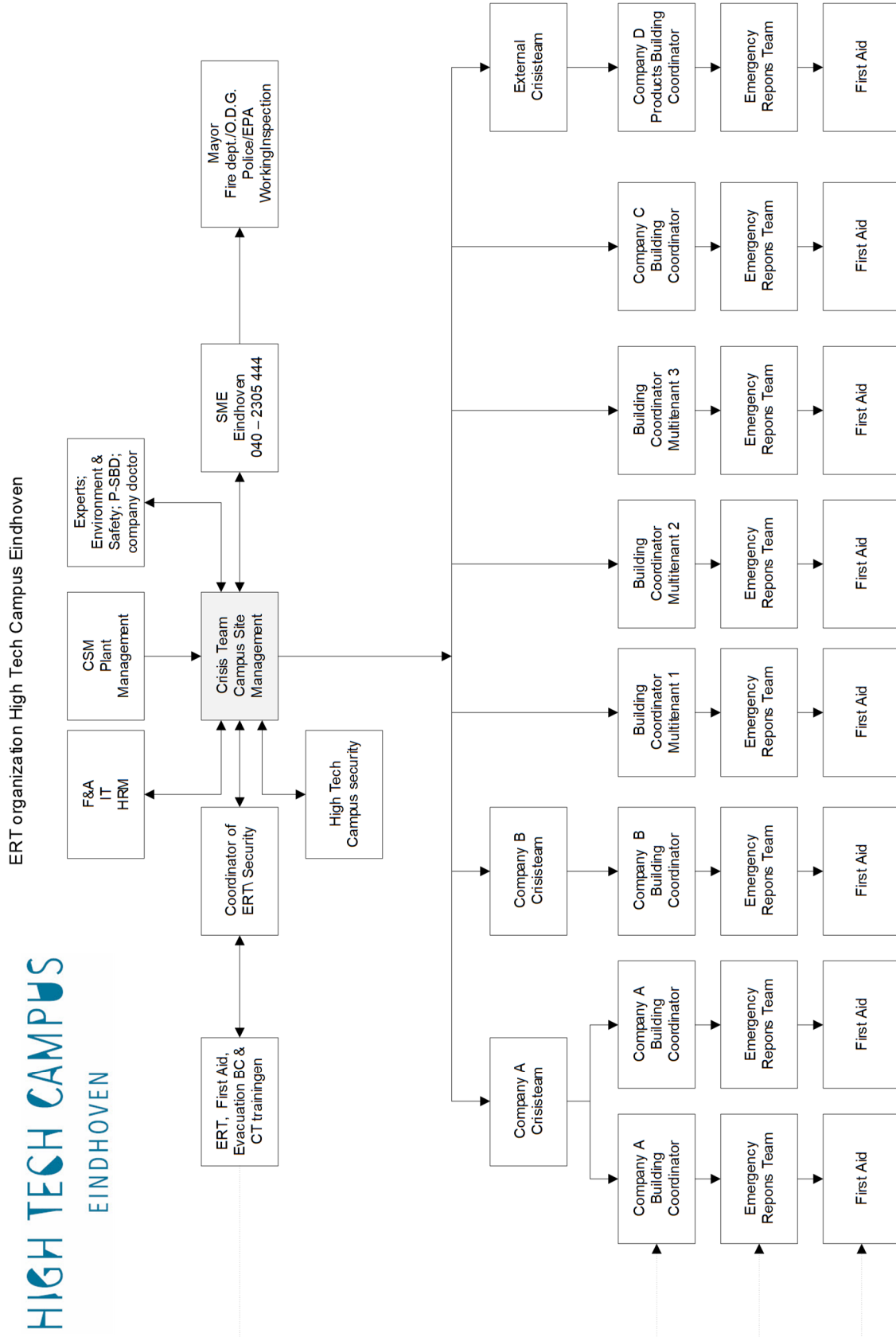
ERT/first-aid alert



ERT fire alert



High Tech Campus corporate emergency organisation:



Evaluation of an incident

An accident/disaster creates a wave of reactions within an organisation and calls for the care of victims, the elimination of the dangerous situation, the initiation of an enquiry, clear internal and external communication, etc.

As Building Coordinator, take the initiative in starting an enquiry. For this, invite the right people, such as the ERT members involved, the ERT Head if present, the Security Officer and if possible the ERT trainer. Do this within a 'reasonable' time after the disaster (as quickly as possible), but in any case within 2 days.

Make a report of this evaluation meeting (evaluation form) and share the report with the other Building Coordinators of the organisation and with those involved, to maximize the learning process.

The following subjects can serve as a guideline:

- Location of the event:
- Date:
- Time:
- Team composition:
- Description of the event:
- Approach of the disaster:
- Cause of the event; also look at the basic risk factors (BRF).
- Facts and timeline
- What went well and what went less well
- Improvement points and setting of priorities
- Preliminary conclusions
- How to communicate to all ERT members and other stakeholders.

Is a continuation of the investigation needed, with Tripod, for example?

- Is guidance for the ERT members necessary? If traumatic events have taken place with serious injuries or involvement of close colleagues of the ERT members, or if you, as Building Coordinator, have the impression that processing will not be automatic, notify the ERT Head or the Security Officer, so that professional help for the ERT member and others can be offered.
- In the event of a serious accident or incident, the site manager must form an investigation team within 24 hours to investigate the accident or incident. In this case, it can be that an evaluative investigation into the handling of the incident is desirable earlier on. For this, follow your local procedure.

Evaluation forms are kept at the assembly point (see Appendix 2: Evaluation form).

Description of Basic risk factors (after Groeneweg, 1998)

Basic risk factor	Abbreviation	Description
Design	DE	Ergonomically poor design of tools and equipment (user-unfriendly)
Tools & Equipment	TE	Poor quality, condition, suitability or availability of materials: tools, equipment, machines and components
Maintenance	MM	Absence or inadequate performance of maintenance and repairs
Housekeeping	HK	No or insufficient attention to a clean and tidy working environment
Error Enforcing Conditions	EC	Unsuitable physical conditions and other influences that have a negative influence on human performance (noise, chemical burden, heat, etc.)
Procedures	PR	Insufficient quality or absence of procedures, guidelines, instructions, manuals (specifications, usage in practice)
Training	TR	No or insufficient competence or experience of personnel (training not specific enough or inadequate)
Communication	CO	No or ineffective communication between the various sites, departments or staff members of the company or between official bodies.
Incompatible Goals	IG	The situation in which people must choose between optimal working conditions following the regulations on the one hand and the pressure of production, finances, politically social or individual interests on the other
Organisation	OR	Shortcomings in the organisational structure, organisation's philosophy, organisational process or management strategy, resulting in inadequate or ineffective management of the company
Defences	DF	No or insufficient protection of people, materials and environment against the consequences of operational disturbances

Appendix 1: Evaluation form

Incident and accident evaluation form (BHV deployment)

Building		Date of incident										
Sector		Type of incident	Fire / BHV deployment /									
Name of Building Coordinator or replacement		Date of evaluation										

What score would you give for the deployment of the BHV for this incident	Poor						Neutral						Very good
	0	1	2	3	4	5	6	7	8	9	10		

		Score						Short description of the incident
		Very poor	Poor	Satisfactory	Good	Very good	Not applicable	
Questions		1	2	3	4	5	N/A	Explain your (group's) answer
1	How was the interaction with the SME							
2	How was the alert with the pagers							
3	How was the scaling-up procedure							
4	Were there sufficient BHV members present							
5	How was the BHV deployment managed							
6	How did the BHV itself interpret the deployment							
7	Were you adequately trained for this incident							
8	How was the collaboration with the emergency services							
9	Was the equipment (walkie-talkies) available in time (in case of fire)							
10	How was the collaboration with the ICP (Incidentcoördinator Philips (Incident Coordinator Philips))							
11	How was the provision of information by the organization (did you have sufficient information to be able to take appropriate action?)							
12								
13								

What are the (group's) suggestions for improvement (learning points)	
1	
2	
3	
4	
5	

Appendix 2: HTCE supplementary services: for the benefit of Philips, the ICP

Responsibilities of ICP (*Incidenten Coördinator Philips* [Philips Incident Coordinator]): Only for Philips buildings on the High Tech Campus Eindhoven

- Duties of the Philips Incident Coordinator (ICP)
 - Reports to the building's fire alarm exchange in the event of an incident/disaster – this after a call from the Eindhoven Security Incident Desk (SME) – and acts as needed.
 - During office hours, supports the Building Coordinator of a Philips building. Is part of the ERT organisation?
 - Maintains communication with SME via walkie-talkie.
 - Compiles a retrospective report of his/her findings.
- ICP is a trained fire fighter.
- The ICP is involved **only** for HTCE buildings **occupied by Philips**.
- In case of each disaster, the ICP is sent directly to the location and acts as needed. The Building Coordinator can deploy the ICP during a disaster situation. The ICP will furthermore be present at the evacuation after a disaster, along with ERT members, the Building Coordinator, the ERT Head, the High Tech Campus Eindhoven ERT Coordinator and the Safety Officer.
- The ICP makes rounds of the building for fire, closure and follow-up.
- The ICP makes 'housekeeping rounds' of the buildings. Here, the following are checked: Fire-fighting apparatus – Escape routes – Pictograms – Evacuation signs.
- For these fire, closure, follow-up and housekeeping rounds, the ICP is conscious of the specific processes in the buildings. The ICP keeps this knowledge up to date by annual contact with 'experts', during which substantive, specific knowledge of the structures is accrued. These 'experts' are identified by the ERT Head/local Safety Officer and include building experts, safety specialists or people assigned by Safety Officers. The safety expert from PIC-E south at the High Tech Campus Eindhoven (Mrs. Bisschop) actively updates the overview.
- The ICP reports: unsatisfactory situations, irregularities, incidents, malfunctions or defects by means of a specific or daily report.
- The ICP is responsible for the issuing of supplementary work permits.
- The ICP supervises: before, during and after 'work activities with high fire risk'.
- Supervises work activities in special rooms, in shafts and between work floors (manhole supervision).
- Is directly involved in all ERT exercises in Philips buildings.
- Opens and shuts rooms, offices or departments in Philips buildings on request.
- Reports (near) accidents/incidents immediately to the department management and/or Philips Building Coordinator/ERT Head.