

HTC Overall Emergency Plan  
Campus Site Management

# HIGH TECH CAMPUS

## EINDHOVEN



**Campus Site Management**

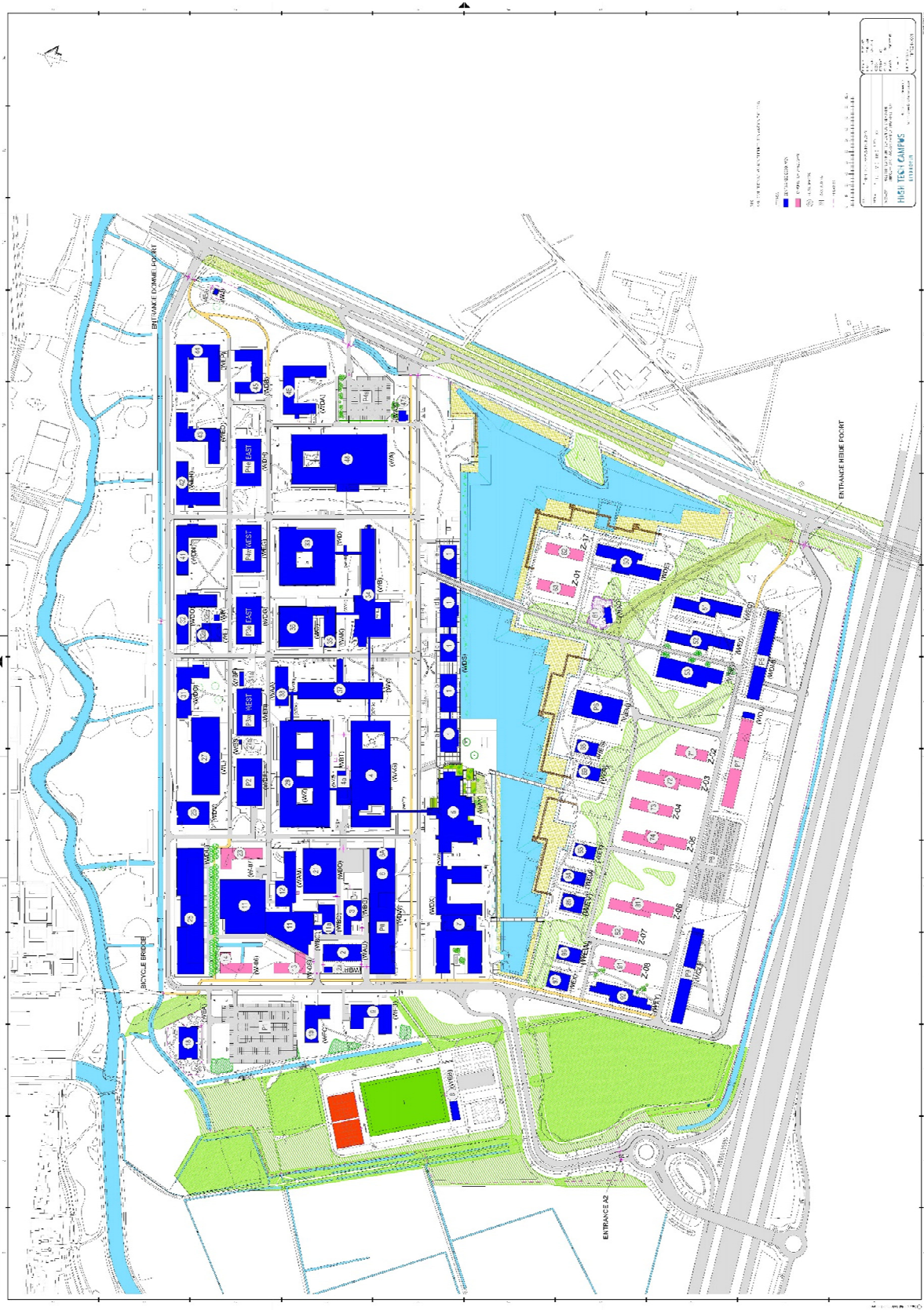
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Changes to the High Tech Campus Eindhoven Overall Emergency Plan

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Sketch of High Tech Campus Eindhoven site (TER00TAP002)



## Preface

Despite all kinds of preventive measures, there still exists the possibility of a disaster at the High Tech Campus Eindhoven (HTC). In most cases we are dealing with near-incidents that fortunately end well. But in some cases the nature and magnitude are such that quick and direct action is called for. To ensure quick and effective action in case of a disaster, it is of vital importance that responsibilities, roles and procedures are clearly defined. In this way precious seconds can be gained. Time that can save lives in critical situations. In this overall emergency plan, details are set out that are necessary for good disaster abatement and the limitation of short-term and long-term consequential losses. The duties of the Campus Site Management (CSM) and the members of the HTC Crisis Team are laid down in this overall emergency plan, in addition to the duties of the various members of the emergency services.

This document is designed to allow CSM quick reference to the appropriate actions in a disaster situation. To achieve this, scenarios are described for the most probable disasters. The procedures to be followed for the various disasters are given in flow charts. On the basis of these flow charts, the necessary actions can be quickly undertaken.

Apart from instructions and duties with respect to the various disasters, no specific details of properties are included in this overall emergency plan. Each organization on the campus is responsible for maintaining its own company emergency plan that includes the specific data related to the organization and buildings. Each HTC building must have its own evacuation plan. To centralize all necessary data, all evacuation plans and (partial) company emergency plans for the buildings must be routinely available in the Crisis Centre (P4 West). Additionally, telephone lists have been compiled to enable the building's Crisis management teams to be alerted via the ERT alerting system (Picasse). In the event of a disaster on the campus, an official from the Security Department will immediately go to the spot and the regional fire brigade or other emergency services must be alerted. Risks associated with specific buildings are included in the various strategies and the evacuation floor plans.

Although this overall emergency plan provides quick access to essential information, for effective disaster abatement it is important that those involved be familiar with their duties. This saves vital time in case of a disaster. Regularly practicing the procedures described in this plan is therefore of the essence.

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### **Exoneration clause**

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## Contents

Tab	page
<b>PREFACE .....</b>	<b>4</b>
<b>INTRODUCTION .....</b>	<b>8</b>
INSIGHT .....	8
AIM.....	8
ADMINISTRATION OF THE OVERALL EMERGENCY PLAN.....	9
AREA OF OPERATION .....	9
<b>HTC DISASTERS .....</b>	<b>10</b>
DEFINITION.....	10
EXTERNAL THREATS.....	10
INTERNAL THREATS .....	13
CONSEQUENCES OF AN INCIDENT.....	16
DISASTER PROCEDURES.....	17
<b>ACTIVATION OF CRISIS TEAMS .....</b>	<b>17</b>
CRISIS TEAMS PER BUILDING .....	17
IMMEDIATE ACTIVATION .....	18
ACTIVATION OF HTC CRISIS TEAM.....	18
POSSIBLE ACTIONS BY THE LOCAL CRISIS TEAM AND THE HTC CRISIS TEAM: .....	19
<b>SCALING-UP PRINCIPLE .....</b>	<b>20</b>
EXPLANATION OF HTC SCALING-UP .....	20
SCALING-UP GOVERNMENT .....	21
<b>HTC MAP.....</b>	<b>24</b>
CAMPUS MAP: STORAGE OF CHEMICALS AND RISK CONTOUR PLOT .....	24
OVERVIEW OF BULK CHEMICALS AT BUILDING HTC 2 AND 3.....	25
<b>ALERTING.....</b>	<b>25</b>
ALERTS .....	25
<b>DUTIES OF INTERNAL ERT ORGANIZATIONS .....</b>	<b>27</b>
INTERNAL SUPPORT SERVICES .....	27
EINDHOVEN SECURITY INCIDENT DESK (SME) .....	27
THE CORPORATE FIRE BRIGADE.....	27
LOCAL ERT ORGANIZATION .....	27
HTC CRISIS TEAM.....	28
ENVIRONMENTAL COOPERATIVE ASSOCIATION HTC (CVM) .....	28
HIGH TECH CAMPUS EVACUATION .....	28

<b>DUTIES OF THE EXTERNAL (GOVERNMENTAL) EMERGENCY SERVICES .....</b>	<b>30</b>
FIRE BRIGADE .....	30
POLICE .....	30
MAYOR .....	30
MEDICAL ASSISTANCE AT ACCIDENTS AND DISASTERS (GHOR) .....	31
MUNICIPAL WATER BOARD (BRABANTWATER) .....	31
ENERGY COMPANIES (FUDURA ON BEHALF OF PHILIPS) .....	31
ENVIRONMENTAL AGENCY (MUNICIPALITY) ODZOB .....	32
 <b>EINDHOVEN SECURITY INCIDENT DESK (SME) INSTRUCTIONS .....</b>	 <b>33</b>
A VERBAL ALERT VIA THE EMERGENCY NUMBER <u>040 2305 444</u> .....	33
AN AUTOMATIC FIRE ALERT .....	33
 <b>CRISIS TEAM INSTRUCTIONS .....</b>	 <b>34</b>
OVERALL HTC CRISIS TEAM INSTRUCTIONS .....	34
HTC MANAGING DIRECTOR (CHAIR) INSTRUCTIONS .....	35
HTC OPERATIONS MANAGER INSTRUCTIONS .....	36
HTC SAFETY OFFICER INSTRUCTIONS .....	37
HTC P&R HEAD INSTRUCTIONS .....	38
 <b>COMMUNICATIONS/CRISIS CENTRE .....</b>	 <b>39</b>
CRISIS CENTRE .....	39
MEANS OF COMMUNICATION .....	39
 <b>FLOWCHARTS .....</b>	 <b>40</b>
1. FLOWCHART FOR AUTOMATIC FIRE ALARMS DURING WORKING HOURS .....	41
2. FLOWCHART FOR AUTOMATIC FIRE ALARMS OUTSIDE WORKING HOURS .....	43
3. FLOWCHART FOR MANUAL FIRE ALARM OR VERBAL ALERTING .....	44
4. FLOWCHART FOR REPORT OF A HEART ATTACK .....	45
5. FLOWCHART FOR ACCIDENT/INJURY .....	46
6. FLOWCHART FOR EVACUATION DURING WORKING HOURS .....	47
7. FLOWCHART FOR APPROACHING GAS CLOUD .....	48
9. FLOWCHART FOR POWER CUT .....	50
10. FLOWCHART FOR TRAFFIC INCIDENTS A2 HIGHWAY .....	51
11. FLOWCHART FOR TRAPPING IN LIFT .....	52
12. FLOWCHART FOR ENVIRONMENTAL INCIDENTS .....	53
13. FLOWCHART FOR RADIATION DISASTERS .....	54
14. FLOWCHART FOR ACCIDENT WITH CHEMICALS .....	55
15. FLOWCHART FOR A PANDEMIC .....	56
 <b>RECONDITIONING .....</b>	 <b>57</b>
INTRODUCTION .....	57
PHASES OF DAMAGE LIMITATION .....	57
RECONDITIONING ARRANGEMENT .....	58
CRISIS MANAGEMENT .....	58
DUTIES OF HTC CRISIS TEAM .....	58

<b>APPENDICES.....</b>	<b>59</b>
DEFINITIONS OF TERMS.....	59
IMPORTANT TELEPHONE NUMBERS: IN THE SEPARATE APPENDIX TO THE HTC GENERAL OVERALL	
EMERGENCY PLAN. ....	61
IMPORTANT CRISIS TEAM DOCUMENTS: .....	61

## Introduction

### Insight

Thinking about disasters requires a certain insight or empathy, especially because we usually have little to do with this in everyday life.

These are often risks that are unlikely to arise, but that can have direct consequences. Of course, attention is paid in the first instance to the prevention of disastrous situations, with proactivity and prevention playing an important role. Even so, the possibility remains that one day something will go wrong.

There are many different buildings situated on the HTC site, and these vary enormously in functionality. There are buildings serving as offices, laboratories, clean rooms, computer rooms, pilot factories, chemical depots, etc.

The buildings differ in size, number of occupants, finances, risk management and organization. There is also a difference in occupancy, with Multi-tenant and Single-tenant buildings. Ultimately, it is important for each tenant/landlord to accept his/her responsibility for the safety of occupants and neighbors.

Based on this summary, the various buildings and companies must have an individually tailored and elaborated (partial) corporate emergency plan. This comprises descriptions of duties and responsibilities and how to respond to the most conceivable incidents in or near the building/structure in question.

### Aim

The aim of the overall emergency plan is, through the specification of unequivocal responsibilities, powers and procedures, to achieve optimal disaster abatement and best possible safeguarding of company continuity.

The cornerstones of an adequate disaster abatement organization are embedded in the infrastructure of the detailed general overall emergency plan in collaboration with the (partial) individual corporate emergency plans.

The strength of the disaster abatement organization lies in the ***scaling-up principle*** of the existing organizations, coordinated from the Crisis Centre, under the leadership of the Chair of the Crisis Team in question, in collaboration with the Building Coordinator and the commander of the fire brigade on site.

This overall emergency plan is an instrument for providing the HTC Crisis Team with information in case of an emergency. Business continuity and the care of personnel are central in this. The HTC Crisis Team will operate as the coordinating body for government institutions in the event of multiple-building disasters. It will furthermore play a major role in the provision of relevant information to the emergency services attending.



### **Administration of the overall emergency plan**

CSM's general overall emergency plan is available to all members of the HTC Crisis Team, the Security Department, the HTC Safety Officer/Health & Safety Manager, the Building Coordinators or other contacts of the local corporate emergency organizations. The overall emergency plan is administered and updated annually by the HTC Health & Safety Manager.

### **Area of operation**

The general overall emergency plan covers all areas in which the HTC bears primary responsibility for safety and where it transcends the responsibility of the local organization.

All organizations located at HTC must be prepared for their own risks with their own company emergency plan/evacuation plan\* or calamity instructions and training of their staff. HTC has made a model evacuation plan, a BHV strength calculation method and any safety support available for this purpose.

\* the model evacuation plan per building of the High Tech Campus complies with Dutch NEN 8112-1 version and also describes the use of the Persons Search Installation (PZI): Picasse

## HTC disasters

### Definition

Article 1 of the WRZO (*Wet rampen en zware ongevallen* [Disaster and Serious Incidents Act]) defines a disaster or serious incident as follows:

***‘An incident which seriously affects public safety and thereby poses a serious threat to the life and health of many people, to the environment or significant financial interests, and which requires the coordinated participation of services and organizations within different disciplines to obviate the threat or to limit the harmful consequences.’***

Because of the diversity of operations at the HTC, this campus is subject to a large number of risks. The disasters at ‘building level’ are described in the (partial) corporate emergency plans. The other disasters can be categorized as follows: external threats and internal threats.

### External threats

These are threats beyond the influence of HTC. External threats include:

- natural disasters (storm damage, lightning strikes, earthquakes, floods, other water damage, wildfires)
- bomb threat
- traffic incident(s) on the HTC access roads and on the A2/A67/N2 highways
- approaching cloud of gas/smoke (fire)/radioactivity (Mol, Belgium)
- plane crash
- terrorist threat
- action groups
- failure of utility services
- pandemic (e.g. avian influenza N2H5, Covid 19).

### Natural disasters

The chance that substantial damage will be caused to the HTC buildings and/or installations and/or to those working there by natural disasters is small. The following situations at the HTC are conceivable:

#### Storm damage

Fortunately, violent storms are rare in the Netherlands. However, on occasion the indirect threat of water damage is substantial. This aspect will be further dealt with under inconveniences. Furthermore, damage from the storm itself must not be excluded.

#### Lightning strike

A lightning strike to buildings can give rise to collapse, fire, explosion and an electromagnetic impulse sufficient to damage electronic equipment. Fire, explosion and collapse caused by lightning are dealt with under these respective points for attention. Surge protection is not of importance here for the computer network, since optical fibre cables are used.

### **Earthquakes**

Earthquakes occur about 35 times a year in the Netherlands. These usually cause no damage. Since Eindhoven does not lie near a fault line, substantial damage to buildings is not to be expected.

### **Floods/water damage**

Heavy rain will normally not pose a large threat. In combination with storm damage, however, leakage in the buildings, with damage in the cellars, is conceivable.

### **Wildfires**

Because the HTC is largely surrounded by forests, this is a conceivable risk. Clouds of smoke towards the HTC due to fires are also quite possible. However, the climate conditions in the Netherlands are such that an imminent wildfire is a small or unlikely risk.

### **Bomb threat**

The HTC could certainly be the object of bomb threats by action groups as well as individuals.

### **Traffic incident(s) on the HTC access roads and on the A2/A67/N2 highways**

Transport of hazardous substances on the A2/A67/N2 is risky. Incidents on the A2/N67/N2 themselves could form a threat to the HTC.

The exit to the HTC carries a higher risk. It is conceivable that a vehicle in difficulties could take this exit and end up on the HTC site.

### **Approaching cloud of gas, smoke, or radioactivity**

The Eindhoven ice skating rink 'IJssportcentrum Eindhoven' and swimming pool 'De Tongelreep' are situated close to the HTC site. Possible chlorine or ammonia leakages must therefore be taken into consideration, which could give rise to a gas cloud. Depending on the wind direction, such a gas cloud could move towards the HTC site. There are no other industries or companies nearby that could be the cause of a gas cloud. Fire at a company near the campus can cause inconvenience if the wind is in the wrong direction. The emitted smoke could possibly interfere with the climate control systems of the various buildings.

Another possibility is that of an incident on the A2/A67/N2 highways. Vapours/gases can be released and blow in the direction of the HTC, again depending on the wind direction.

### **Plane crash**

The nearest airport, Eindhoven Airport, is about 10 km from the HTC. However, the HTC is not located along the flight path. Therefore, the chance of plane crashes is limited and will not be considered further.

### **Terrorist threats**

In today's society, we must take terrorist attacks into consideration. Knowledge of the symptoms and recognition of the various consequences of this threat do, however, constitute one of the best remedies for surviving a terrorist attack or maximally reducing

the damage and number of casualties. Suspicious situations can be reported via the Security Incident Desk, 040 2305 441.

### **Action groups**

Operations are carried out on the HTC that can possibly be regarded as 'unacceptable' by action groups! There is therefore a chance that targeted campaigns can take place on the HTC site.

### **Failure of utility services**

Failure of utility services occurs only sporadically in the Netherlands. The effects of failures are, however, often considerable.

#### **Gas**

Normally, no extra risks are posed in case of failure of the gas supply. If there is a failure in the gas supply, in principle the complete production process will be halted, since all gas-powered installations cut out.

As long as there is no frost, the negative effect of lost production time will be limited.

#### **Water**

An interruption in the (drinking) water supply will not pose extra risks for the HTC. Water is purchased as drinking water for consumption. There may be residents who use water as a coolant. They must take into account the possibility that the cooling water is not sufficiently available. Demi water is also made from tap water, of which a buffer is available but will eventually run out.

#### **Electricity**

The emergency electricity supply network covers the most significant dangers. In case of an electricity cut, extra risks arise due to the failure of process safety and monitoring. Attention: The occupant themselves are responsible for the connection to the emergency electricity supply network and for the safety of technical installations. The "Electrical Safety" committee supervises electrical safety on the High Tech Campus.

#### **Telephone**

Failure of the telephone exchange does not affect the possibility to alert the national emergency services, because there is a separate telephone connection in the Security Lodge with which the Emergency Control Centre (Gemeenschappelijke Meld Kamer, GMK)/Regional Alarm Centre (RAC) can be called.

### **Pandemic (Mexican flu, Q fever, avian flu, Covid -19 etc.)**

In the event of a pandemic (sickness absences > 1:3) on the HTC campus, Campus Site Management (CSM) will take care of general communication. This encompasses communication between the companies, company doctors and the various governmental institutions such as the GGD (Gemeentelijke Gezondheidsdienst [Municipal Health Service]), fire brigade and police. Occupants will be advised and informed via the HTC website, notice-board postings, flyers and the HTC HSE Team. The High Tech Campus follows the guidelines of the government (RIVM, GGD).

CSM is responsible for maintaining general safety and security on the campus. This task is outsourced to a Supplier on Site.

When one occupant's ERT-organization is reduced to a critical level due to illness, CSM will try to involve ERT- organizations of other occupants.

Via the Supplier on Site, CSM is responsible for delivery of company materials and for adequate follow-up of complaints (response time in case of lift failures). Should the Supplier on Site no longer be able to supply the required services, CSM will act on this to ensure continued quality.

With the sickness rates supplied by the companies and the information from governmental and other services, CSM will make decisions to limit as much as possible the financial and humanitarian consequences of the pandemic. Closure of company restaurants and general conference halls, and instruction of cleaning services for general facilities are some of the possible measures.

An inventory of third parties will establish what measures have been taken for continuation of their service. When the measures to be taken affect suppliers, they will be informed.

CSM expects of the occupants that they will attempt to limit the effects of a pandemic for the rest of the campus as much as possible.

Companies themselves are responsible for the consequences of a pandemic and are in contact with the GGD in this regard if this is so desired by the government.

Each company or part thereof is responsible for providing information regarding the pandemic to CSM and to its own staff. CSM uses the (anonymously) collected information to be able to anticipate further occurrences.

Each company is responsible for complying with the rules of conduct and measures implemented by CSM. With Corona, the HTC follows the guidelines of the RIVM or other leading government institution.

### **Internal threats**

A threat having its origin on the HTC.

Internal threats include:

- environmental incidents
- fires, decompositions, leakages
- HTC traffic incidents
- (serious) incidents in HTC buildings and on the grounds
- (serious) incidents involving hazardous substances
- gas or cylinder leakages
- incidents with radioactive materials
- incidents with biological agents
- physical threats and vandalism
- technical defects
- lake incidents.

### **Environmental incidents**

Environmental threats arise from activities that are concerned with working with or transporting hazardous materials. Environmentally damaging activities are not considered if they are not related to an incident. These are regulated by the Environmental Cooperative Association (Collectieve Vereniging Milieu, CVM) via the HTC's umbrella permit.

In this regard it is important to realize that chemical storage is not always consistently protected. Points needing attention within the framework of this document are:

- Damage to containers during internal transport/removal resulting in leakages. Of course this can involve persons. The unloading of trucks can also give rise to leakages, so that chemicals can penetrate the ground or ground water. Another possibility is entry into the sewage system.
- Fire extinguishing water: with anything but a small fire, contamination by fire extinguishing water will in general need to be taken into consideration. These can be process chemicals that have been released. Another possibility is contamination of the fire extinguishing water by combustion products.
- Atmospheric emissions: naturally, in case of a fire, large amounts of materials, sometimes poisonous, are emitted into the air (possibly asbestos\*). The same applies to emissions of (volatile) liquids and in case of leaking gas cylinders. Danger to staff in the immediate vicinity can arise through this, but here third parties in neighboring companies must also be considered.

To ensure adequate storage of chemical substances and to have an overview of all chemicals on the HTC, it is mandatory to have ordered chemicals delivered via the HTC Chemical Centre (HTC 2). There the amount and location are registered (Gross system). In case of an incident, the administrator can indicate the quantity of these chemicals, by ADR classification, present in a building. The storage of chemicals must comply with the PGS 15 guidelines. In case of incidents involving chemicals, the sewer manholes must always be sealed. At HTC 2, a disaster interceptor sewer is available that can be temporarily sealed off.

*Because of the duty to report environmental incidents directly to the competent authority, they must be reported immediately to the Collective Environmental Association (Via SME 040-2305 441).*

*\* The presence of asbestos in a building is stated on the attack drawing of the building*

### **Fires, decompositions and leakages**

Due partly to working with (lightly) inflammable substances at a large number of locations, there is an obvious risk of fire and explosion.

In offices, the fire risk is relatively low, but in the laboratories and storage zones and especially in the cellars of almost all buildings there is sometimes a very high fire risk.

Explosion safety: the HTC has compiled an ATEX-document (V2020) for this. It is mandatory for occupants to register activities falling under the ATEX regulations with the CVM, which administers the HTC environmental permit. [cvm@hightechcampus.com](mailto:cvm@hightechcampus.com).

Lithium batteries: storage/charging of lithium batteries is subject to strict regulations and is the responsibility of the owner of the lithium batteries. (See also draft PGS37).

The safety region Southeast Brabant (VRZOB fire brigade) will be called for fires from the battery pack of electric cars in the parking garages.

### **HTC traffic incidents**

In the event of a traffic incident, a Security Department operative will attend the scene and if necessary, will call the fire brigade for assistance.

For other incidents (superficial damage), it suffices to notify Security, who will make a report. (Security Incident Desk 040 2305 441)

In the event of a (serious) incident that requires external medical assistance, the Chairman of the HTC Crisis Team must be informed by Security.



### **(Serious) incidents in public buildings and grounds**

In the event of incidents in the buildings on the HTC, the ERT organization for the building (or zone) in question will first be called. They will render first aid. Upon arrival at the scene, the ERT organization may request an ambulance, the fire brigade and/or extra Security staff.

In case of incidents in or near the lake, Security and the fire brigade must be called immediately.

In the event of incidents involving several casualties or casualties needing transportation to hospital, the HTC Crisis Team must always be informed/called by the local crisis team.

### **(Serious) incidents with hazardous substances (including biological agents)**

In case of a report of an incident with hazardous materials, the Safety Officer from the company in question and the Campus Safety Officer must be called by the SME (*Security Meldpunt Eindhoven* [Eindhoven Security Incident Desk]). Security and the fire brigade must also be called immediately. After assessment by the expert or commander, it will be decided whether to warn other external emergency services (an ambulance can already have been called!). With regard to incidents involving hazardous materials, the local crisis team and the Environmental Cooperative Association must be informed or called upon by Security in consultation with the Safety Officer.

### **Incidents involving radioactive materials**

An incident on the HTC will in principle involve radioactively contaminated casualties only if the accident happens in LSF (Life Sciences Facility) B.

In case of contamination of persons and/or the surroundings, the following must be done.

**Always warn the local radiation expert and/or the Philips Radiation Protection Service via the alarm number 040 2305 444.**

Limitation of the damage and the spread of radioactive materials must always be done in consultation with the local radiation expert or the Philips Radiation Protection Service (the HTC permit holder).

Points to be borne in mind in this are:

- In case of surface contamination, ensure that further contamination of persons or other surfaces cannot occur. Contain spreading by using absorbent materials.
- Mark the contaminated areas off with tape or paper and ensure that unauthorized persons do not have access.
- Casualties who are contaminated and whose injuries are such that they must be taken to hospital are to be covered with a sheet to prevent spread of contamination.
- Always follow the rules that you would follow in case of any other casualty. The radioactivity within LSF is limited by permits and is low enough to justify direct assistance.
- Store as much as possible materials that are used for the decontamination of persons or surfaces.
- Inform the hospital staff involved of the possible contamination of the casualty.

## Physical threats and vandalism

Aggression and violence are understood to involve incidents whereby a member of staff, ERT member or security staff are psychologically or physically harassed, threatened or attacked under circumstances directly connected with work activities. It is in these cases of aggression and violence that the SZW (Sociale Zaken en Werkgelegenheid [Social Services and Employment]) Inspectorate (formerly Labour Inspectorate) plays a role. In case of breaking and entering, the police are informed/called in. Companies and organizations can be confronted by various forms of aggression and violence. Aggressive or violent behavior is sometimes used in a more or less deliberate and systematic manner to realize a particular goal. This is a case of aggression or violence with criminal intent in working situations involving money or other valuable goods. Examples of this are raids and robberies, which can occur especially in The Strip. Incidents involving aggression and violence in work situations can also be caused by conflicting interests, expectations and perceptions of the staff member and the organization.

*Occupants or visitors on the High Tech Campus displaying aggressive behavior towards ERT members, security personnel and others who are performing a task in a safety context can be called to account as appropriate by their management.*

Finally, aggression and violence also happen during work that is done at non-standard times (for example, late in the evening or during the weekend). Aggression and violence affect staff members differently. These effects can be divided into physical, material, psychological and organizational effects. Example of these are: being physically wounded, damage to goods, disturbance of the daily duties, lessening of motivation to continue with the work (or the same work), presence of and increase in work-related stress, and posttraumatic stress disorders (PTSD). Care and aftercare are essential, possibly also for ERT team members, other emergency personnel and Security Department officials.

Staff of **Victim Assistance or the D.O.e.N. (Directe Opvang en Nazorg [Immediate Support and Aftercare])**, **company social workers and line managers** play an important role in limiting the unpleasant effects of traumatic experiences. The support they offer enables the employee in question to deal with the experience in peace and quiet.

Always report incidents to security (040-2305 441 if not urgent)

## Consequences of an incident

The incidents described above can possibly lead to a disaster. This can result in serious disturbances in the pattern of life and work on the HTC site, arising from:

### Material consequences

- Destruction of or serious damage to offices, complexes and/or vital objects.
- Total or partial obstruction of the HTC site's road system.
- Rendering electricity, gas and drinking water supplies unusable.
- The submergence of an area under water in such a way that serious damage to buildings and contents can occur.
- Contamination of the ground, water or air in such a way that immediate danger of poisoning and/or risk of explosion can arise.
- Contamination of goods, buildings, ground, water and air by radioactive substances.

### Personal consequences

For staff, visitors and/or third parties, an incident can have the following consequences:

- The wounding, dazing, poisoning, contamination, burying or trapping of many persons.
- The death of various persons due to the causes mentioned above.
- The panicking of staff, visitors and/or third parties.

### Disaster procedures

Disasters and serious incidents can result in the following steps being taken (among others):

- rescue operations
- fire fighting
- medical assistance
- provisions for the reception and care of people
- provisions for keeping order and for traffic control by the Security Department
  - cordoning off
  - check of low-traffic area
  - allocation of parking places and keeping these free
  - keeping access routes free
  - other measures for keeping (public) order
  - measures limiting freedom of movement
- clearance or evacuation by the ERT
- provision of food and drink supplies
- arranging means of transport and provision of transport
- arranging access to rescue equipment
- rescue and identification of casualties
- reconditioning.

### Activation of crisis teams

Various companies are housed on the HTC site. A number of these have their own crisis team and corporate emergency plan; others work with safety instructions (evacuation plan) and have appointed a contact person.

Should a disaster happen in one of the companies housed on the campus, the contact person (if desired, the crisis team) of the company in question will be warned or called out by Security. *Companies themselves are responsible for keeping the names of contact persons and their replacements and/or members of the crisis team up to date.* Companies must do this in writing after contact with the SME (040 2305 441).

### Crisis teams per building

Names and telephone numbers of crisis team members are known only to the SME for reasons of privacy. You may request information about this via your ERT Head, Building Coordinator, Prevention Officer or Safety Officer.

### Immediate activation

The HTC Crisis Team is responsible for the various public and multi-tenant CSM buildings, as well as for all the publicly accessible campus site, and bears ultimate responsibility for the complete HTC. The HTC Crisis Team and the overall emergency plan are immediately activated in case of the following incidents or in case of incidents where the buildings/infrastructure mentioned below are involved:

- Fire (spreading outside/involving more than one building)
- major incidents involving chemicals/radioactivity/biological agents
- gas cloud
- incident with multiple casualties
- fatal incidents
- severe storm damage/water damage
- car parks
- traffic safety on the site
- transport safety on the Professor Holstlaan or incidents on the A2/A67/N2 highways
- evacuation of the entire campus
- communal spaces
- The Strip
- crèche
- sports facilities
- chemical storage depots
- electrical depots
- external hazardous installations (chemicals)
- environmental incidents
- safety of third parties, visitors, and the public
- nearby non-campus companies/threats.

### Activation of HTC Crisis Team

In case of a larger-scale disaster, it is possible that several crisis teams will be simultaneously involved with the organization of assistance and support. In such a case, the HTC Crisis Team is the interface for the government. To ensure clarity in this, agreements have been made.

### Agreements on operation of HTC Crisis Team and local crisis teams

Type of disaster	Crisis team action
1 building with 1 tenant or occupant:	The <u>local crisis team or contact person</u> will be <u>informed or called out</u> by Security.
1 CSM building with several tenants or occupants	The HTC Crisis Team will be <u>informed or called out by Security</u> . Should other campus residents possibly experience noticeable adverse consequences, the local crisis teams and/or contact persons will be informed of this.

Several buildings or structures	<u>The HTC Crisis Team will be immediately called out by Security.</u> This crisis team will notify the other crisis teams or contact persons in the event of a transbuilding (site-wide) disaster. <u>The HTC Crisis Team will then assume the coordination with the government and, in consultation with</u> the local crisis teams or contact persons in question, take the necessary steps. The local crisis teams and the HTC Crisis Team will consult each other regarding the distribution and continuation of tasks and procedures (perhaps already started).
A public building or road on the HTC site or a threat from outside the HTC site	<u>The HTC Crisis Team will be informed or called out by Security.</u> If necessary, the local crisis teams or contact persons will be informed by the HTC Crisis Team.

**Possible actions by the local crisis team and the HTC Crisis Team:**

- Notifying the departmental management.
- Deployment of staff other than emergency personnel.
- Notifying top management.
- Notifying the licensing authorities (environment). This contact is made via the CVM, which in any case needs to be notified about an environmental incident.
- Notifying insurance experts.
- Providing necessary information to the press, family members, contractors and staff.
- Involvement of governmental institutions, namely SZW Inspectorate and/or the police.
- Starting as quickly as possible with salvage and reconditioning.
- Notifying third parties on the HTC site.
- Etc.

The above-mentioned tasks shall be initiated by the crisis team that was the first to be confronted with a disaster. Should other crisis teams be alerted or should the HTC Crisis Team need to act, there must be close collaboration regarding the measures already taken and those still to be taken.

In case of joint action, agreement must be reached in advance concerning the tasks, authority and responsibilities of the various teams.

## Scaling-up principle

Disasters will usually be small-scale in the beginning. This means that most situations can be dealt with by the ERT organizations on the spot. An incident can, however, be such that other emergency services must attend. In this section, firstly the scaling-up principle and the associated responsibilities of the HTC will be explained.

### Explanation of HTC scaling-up

#### **Phase 1 (is GRIP (*Gecoördineerde Regionale Incidentbestrijdings Procedure* [Coordinated Regional Incident Management Procedure]) -1)**

**The incident can be dealt with by the local ERT members on the spot or, in case of an incident involving injury, assistance can be offered.**

In this situation, only the leadership of the Building Coordinator and the members of the ERT for the building in question will be involved. The alert is received by the Security Incident Desk, which warns the building's ERT organization. The ERT organization is responsible for safety, dealing with the incident and caring for those involved.

#### **Phase 2 (is GRIP 0)**

**The incident is such that the external fire brigade needs to be called.**

**The crisis team for the part of the company in question is informed.**

Should the building's ERT organization consider it necessary to call for the assistance of the fire brigade, then this is reported to the Security Incident Desk telephonist, who then calls the fire brigade. Scaling up means that the first commander attending takes over the leadership from the building's ERT organization. In this situation, the crisis team or contact person for the building in question is informed in consultation with Security. On the basis of the information received, he/she decides whether or not to alert the external emergency services and, if necessary, the HTC Crisis Team: scaling up to Phase 3.

#### **Phase 3 (GRIP 1)**

**The incident leads to various emergency services being called. The crisis team of the part of the company in question is called out. Other crisis teams are informed by the Chair/Safety Officer of the HTC Crisis Team.**

In this phase the coordinator of the HTC emergency services and the external (local government) emergency services including the Duty Officer will be alerted and deployed.

**Once the Duty Officer arrives, he/she takes command. (CoPI (*Commando Plaats Incident* [Commander at the Site of the Incident])).**

The HTC Crisis Team Chair/Safety Officer retains the de facto coordination of the HTC ERT organizations and the other crisis teams (via Security).



A further task of Security is to provide the external Duty Officer with information of importance for the provision of support.

The HTC Crisis Team Chair/Safety Officer keeps the crisis team informed about the progress of the assistance (via Security).

**A representative of the HTC Crisis Team or the local crisis team may be asked to participate in the Regional Operational Team (ROT) or, in a further scaling-up, in the Regional Management Team (*Regionaal Beleids Team*, RBT).**

### Scaling-up government

Should the incident extend beyond the boundaries of the HTC site, or be of such magnitude that it cannot be handled with HTC's own resources, the general emergency services are alerted. Once the emergency services arrive, the overall handling of the incident and the disaster area is taken on by the government.

Should the incident require further scaling-up due to its magnitude, the GRIP procedure is followed.

### GRIP procedures

GRIP stands for Coordinated Regional Incident Management Procedure. This procedure covers a number of administrative and operational arrangements concerning the scaling-up of incidents.

In addition to the daily routine, there are six GRIP phases, i.e. GRIP 1 to GRIP 5 inclusive, plus GRIP State.

The GRIP phases are:

Phase	Extent of incident
GRIP 1	Abatement of source. Small-scale incident. Coordination between the various disciplines is necessary (on-site deliberations).
GRIP 2	Abatement of source and effects. Incident with clear consequences for the surrounding area.
GRIP 3	Threat to the well-being of (large groups of) the population within one municipality.
GRIP 4	More than one municipality involved and/or threat of amplification and/or possible scarcity of primary essentials (for life) or other matters.
GRIP 5	GRIP 4, several regions.
GRIP State	Need for management by national government in situations in which national security is or may be threatened.

### GRIP 1

In view of the type of incident, coordination of the various emergency services is necessary. On site a Commander at the Site of the Incident (CoPI) is set up, comprising the Duty Officers of the various emergency services. The CoPI is led by the CoPI Leader, generally a Chief Duty Officer (*Hoofdofficier van Dienst*, HOvD).

#### GRIP 2

Because the incident is affecting the surrounding area, further scaling-up is necessary. An Operational Team (OT) is set up with the Operational Leader of one of the emergency services present assuming the leadership over all disciplines involved; this can be the Chief Officer/Duty Commander of the fire brigade, Duty Commander of the police or Duty Commander of the GHOR (*Geneeskundige Hulpverleningsorganisatie in de Regio* [Regional Medical Emergency Preparedness and Planning Organization]).

#### GRIP 3

Not only the direct surroundings are influenced by the incident (in some cases people speak of a disaster), but a larger area feels the effects, a (part of a) municipality, for example.

The mayor of the municipality in question liaises with the complete Building Coordinator to manage the abatement of the effects of the incident.

The King's Commissioner (*Commissaris van de Koning*, CdK) of the province concerned is informed. At the same time, the Home Secretary is informed via the National Crisis Centre (NCC). If there are matters to be arranged by the municipality, such as shelter or registration, then the Municipal Disaster Management Team (*Gemeentelijk Rampenmanagementteam*, GRMT) is convened.

#### GRIP 4

The area affected by the disaster or, for example, shortages (electricity cuts, water supply interruption, etc.) stretches beyond the municipality or even the Safety Region or province.

The mayor appointed within the Safety Region is alerted and takes on the role of Coordinating Manager. This person is supported by a Regional Management Team (RBT) which comprises officials of the various emergency services. The Building Coordinator, which may have been brought in upon scaling-up to GRIP 3, is replaced by the RBT. If not already done, the King's Commissioner is alerted, who can arrange for a Provincial Coordination Centre (PCC) to be set up. A PCC comprises civil servants involved in disaster abatement and advises the Commissioner. The ministries concerned can set up Departmental Coordination Centres (DCCs).

#### GRIP 5

GRIP 5 is very similar to GRIP 4 in substance, but now several regions are involved. Because the Safety Regions Act (*Wet Veiligheidsregio's*, Wvr) does not provide for transfer of leadership, the Chairs involved decide on this among themselves. The basic principle in this is that the original region (source of the incident) takes the lead. The Chair of the original region does not take on the authority of the Safety Region Chairs. In fact, they adopt the decisions of the original region. Where the source is unclear or the Chairs involved agree among themselves, an exception can be made to the above-mentioned principle. The ROT in the region, the Chair of which takes on the coordination, will also act as coordinating ROT.

#### GRIP State (Rijk)

GRIP State is employed if there is the need for management at government level in situations in which national security can be at stake. In substance, it greatly resembles GRIP 5, except that the authority lies with the ministers and the MCCb (*Ministeriële Commissie Crisisbeheering* [Ministerial Commission for Crisis Management]). The emergency control centre coordination is taken over by the National Crisis Centre (NCC).

### **Role of HTC Crisis Team and local crisis teams**

The local crisis team or contact person has an important part to play in assistance in their building. If a disaster occurs that extends beyond their own building, there will be collaboration with the High Tech Campus Crisis Team. The local crisis team for each building possesses the knowledge and information concerning the buildings concerned and the HTC Crisis Team bears general responsibility.

The government will require specific information that is important for the stabilization of the disaster. A representative of the HTC Crisis Team can be asked to participate in the Regional Management Team (RBT). In this he/she has two functions:

1. A coordinating role in leading the crisis team on the basis of information received. Serving as spokesman within the RBT for providing information that is important for the disaster abatement and the corporate interests. He/she will be connected with the RBT information service.
2. Should the RBT not be convened, a representative of the HTC Crisis Team will be asked to provide information to the commander on site or to the Duty Officer.





## Overview of bulk chemicals at building HTC 2 and 3

1	Liquid nitrogen
2	Liquid nitrogen
3	Oxygen
4	Argon
5	Nitrogen trailers
HTC 2	Gas cylinders non-inflammable Gas cylinders inflammable Gas cylinders corrosive

**For up-to-date data regarding maximum amounts of stored gases: see the environmental permit and strategies**

## Alerting

All alerts are received at the Eindhoven Security Incident Desk (SME). The SME then issues (a number of) internal and external alerts.  
An alert can arise in various ways.

## Alerts

### An alert by a staff member or third party

The staff member or third party discovering an incident must report this to the Eindhoven Security Incident Desk (SME) via **040 2305 444**.  
The notifier must clearly report to the SME dispatcher the nature of the incident, who is/are involved and the location of the incident.  
In addition, in case of an incident involving injury, he/she can warn a nearby ERT member. (During the day shift, ERT members will be called by the SME.)

### An alert via a fire alarm or gas extinguisher installation

Each automatic and manual fire alarm produces an alert on the Fire Alarm Installation System (*Brandmeld Installatie Systeem*, BIS). This is located in the SME.  
The BIS automatically alerts the ERT organization, the SME.

**At the same time, the alert goes directly to the external (governmental) Regional Alarm Exchange**

*This may change through the introduction of the user verification obligation in the case of a fire alarm. Exceptions to this are buildings that must report according to the Buildings Decree, buildings that must do this due to a certain fire-resistant equivalence, or buildings that must do this because they fall under the PGS 15.*



### An alert by the building management system (IFIX)

Detectors (e.g. gas detectors) form part of the building management system. During working hours, these detectors warn the manager, and outside working hours the alerts pass to the SME. The SME contacts the local expert responsible or service provider.

### Alerts by the SME

To be able to guarantee effective alerting of internal and external emergency services, the SME plays a crucial role in the total alerting procedure.

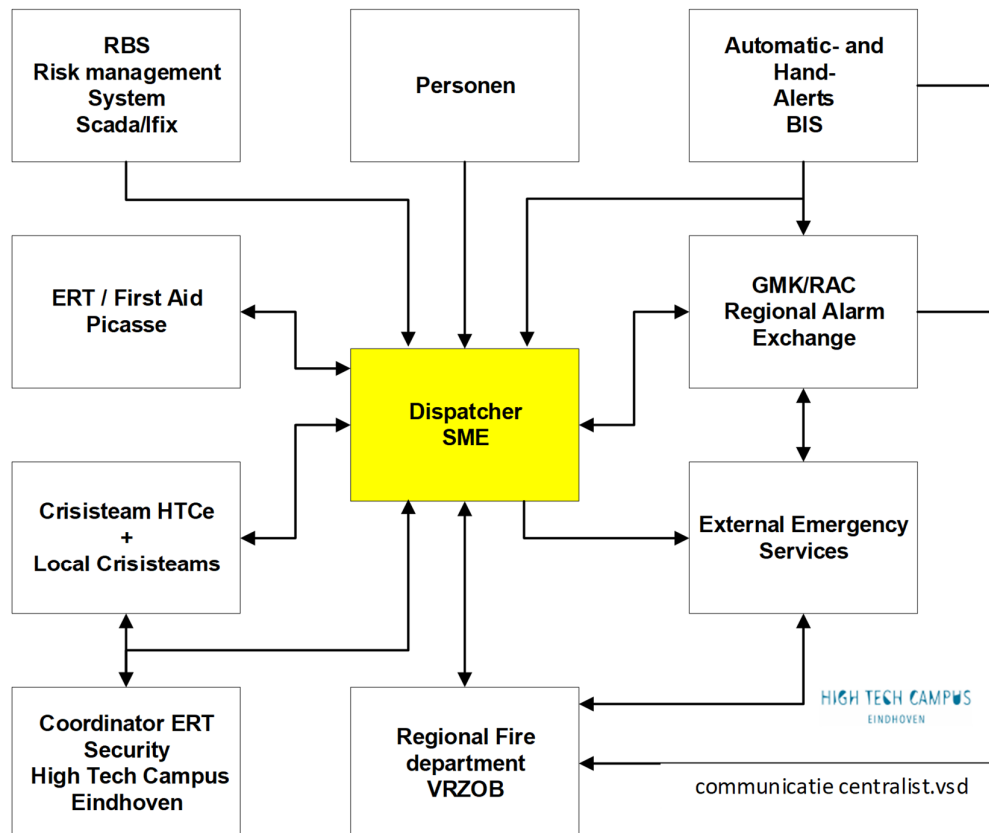
### Internal alerts by the SME

To call up the internal support staff, the building's ERT organization, the Picasse system will be used. With this, the telephones the ERT members have with them are activated. Additionally, if desired, the alert can pass via the SME to the HTC Crisis Team.

### Extra alerts by SME

The SME dispatcher can phone the Regional Alarm Exchange to pass on alerts. In case of automatically referred alerts, the external emergency services of the Regional Alarm Exchange are always contacted to confirm the alert and report particulars.

### Schematic alert overview





## Duties of internal ERT organizations

Collaboration between various services, persons, organizations and companies in the case of a disaster is of course essential. The duties of these organizations represent as far as possible extensions to their normal daily duties.

The allocation of duties and responsibilities during and after the disaster abatement are, in addition to those described in this section, laid down in the so-called Building/Organization-Associated Corporate Emergency Plans or in disaster instructions. Each partial corporate emergency plan, evacuation plan or instruction must be consistent with the High Tech Campus General Overall Emergency Plan. Because the cooperation of the various internal emergency organizations is very important, the training of the emergency response team is facilitated from the High Tech Campus.

## Internal support services

The internal organization of the HTC disaster abatement comprises the following sections:

- Local ERT organization
- HTC Crisis Team
- Local crisis teams
- Eindhoven Security Incident Desk (SME).

## Eindhoven Security Incident Desk (SME)

The HTC Security Department operates a round-the-clock service.

The daily activities consist of ensuring safety & security on the HTC grounds. Round-the-clock surveillance in (upon request) and around the High Tech Campus buildings is provided by the Security Patrol.

The Security Department is responsible for coordination and alerting via the Eindhoven Security Incident Desk (SME).

The Eindhoven Security Incident Desk (SME) operator plays a pivotal role in first receiving telephonic or automatic reports/alerts and then instigating the follow-up procedures. The operator provides the internal and external alerts.

## The corporate fire brigade

The HTC's corporate fire brigade was dismantled as of 1 April 2016. The tasks of the corporate fire brigade are taken over by the regional fire brigade and salvage firms. The disbanding of the corporate fire brigade means more intensive contact with the regional fire brigade as regards actual risks, assessment, intervention, exercises and support.

The combined organizations on the High Tech Campus are aimed at guaranteeing the safety of persons and their surroundings through the tasks they carry out and ensuring the continuity of the company in the case of fire, industrial accidents, natural disasters, process malfunctions, etc.

## Local ERT organization

Each building on the HTC has a local ERT organization. In case of an incident, they will be alerted by the Security Department (PZI (*Persoon Zoek Informatiesysteem* [Person Tracing Information System])). Often they will be the first on the scene to deal with the incident, organize evacuations or render medical assistance under the leadership of the Building Coordinator. Upon arrival of the regional fire brigade or other emergency services, they

will hand over their duties to the first commander on the spot. Under the orders of the (external) emergency services, they will continue with supportive duties.

#### **HTC Crisis Team**

The membership of the HTC Crisis Team is as follows:

HTC Managing Director (and deputy)  
HTC Operations Manager  
HTC Head P&R (and deputy)  
HTC Safety Officer  
HTC Security Manager / ERT coordinator  
Secretarial support (plotter)  
Ad hoc expert

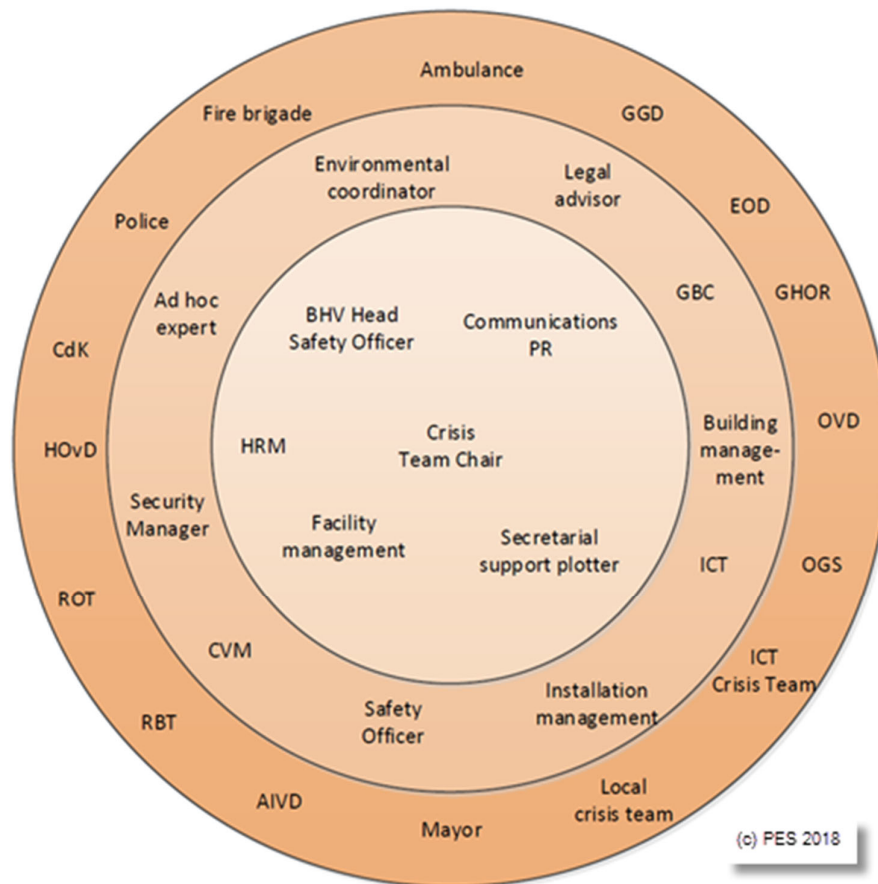
#### **Environmental Cooperative Association HTC (CVM)**

An environmental association is active on the campus, responsible for ensuring that all companies on the campus comply with the environmental legislation. To this end the association coordinates the necessary activities. The companies on the campus constitute this association's 'members'. The association is notified in case of a disaster with (possible) environmental damage. Via [cvm@hightechcampus.com](mailto:cvm@hightechcampus.com) or via 040 2305 444.

#### **High Tech Campus evacuation**

There is a very slight but not inconceivable chance that the whole campus has to be evacuated. In the event of a large-scale evacuation, the Eindhoven municipality (local council) will take on the coordination. Fallback options such as the indoor sports centre are possibilities, but this depends on the situation.

Schematic overview of Disaster Organization



## Duties of the external (governmental) emergency services

### Fire brigade

Pursuant to the Fire Service Act and the Disasters and Serious Accidents Act (WRZO), it is the fire brigade's duty to arrange for:

- Proceeding to the site of the disaster, surveying the scene of the disaster in order to gain insight into the location, scale, type and possible consequences of the disaster.
- The operational leadership and coordination of all activities at the disaster site.
- Rescuing people and/or animals, freeing people who are trapped or buried.
- The prevention and minimization of accidents by fire and everything to do with this and the minimization of danger to people and animals by accidents other than by fire.
- Supplying personnel for the disaster abatement units.
- All other tasks for which the fire brigade, through preparedness, equipment and technical knowledge, is considered to be the service of choice.

### Police

Pursuant to the Police Act, the duties of the police include:

- Coordinating, and contributing to the formation and operation of, the Disaster Site Surroundings Command.
- Collaboration in the formation and operation of the Disaster Site Command.
- Assisting in the rescue of casualties and bringing them to safety.
- Marking the disaster site: cordoning off the central and peripheral rings.
- Keeping order.
- Prevention and abatement of panic.
- Removal of unauthorized persons.
- Combating plundering.
- Regulating traffic:
  - securing disaster area access routes;
  - diverting traffic;
  - directing transport;
  - establishment of parking spaces for the emergency services.
- The identification of casualties.
- Passing on data as appropriate to the Central Registration and Information Office (*Centraal Registratie- en Inlichtingenbureau*, CRIB) and the
- Central Coordinating Information Centre (CCIC).
- Warning the public directly when danger threatens.
- Providing guidance to evacuation transportation from the threatened areas.
- Legislative investigation into the cause of the disaster.

### Mayor

During the abatement of a disaster, the mayor takes command of the organization of the assistance, this comprising the municipal services, fire brigade, police and medical assistance in case of accidents and disasters (GHOR).

### **Medical assistance at accidents and disasters (GHOR)**

The GHOR's tasks are as follows:

- Putting on alert those sections of the GHOR that are not alerted.
- Directing and coordinating the medical assistance at the site of the disaster.
- Collaboration in the formation and operation of the Disaster Site Command.
- Providing medical assistance to the wounded by the deployment of ambulance personnel and mobile accident units with the support of quickly deployable groups for medical assistance (*snel inzetbare groepen ter medische assistentie*, SIGMAs).
- Arranging, in consultation with the central ambulance transport post, ambulance transport from the ambulance reserve via the ambulance reserve plan.
- Arranging, in consultation with the central ambulance transport post, the transport of the wounded to hospitals according to the casualty distribution plan.
- If necessary, the establishment of one or more casualty assembly points to extend first aid capacity.
- Assisting those needing help in the case of clearance or evacuation.
- Classification of casualties in terms of urgency.
- Establishment of the death of casualties.
- Investigation of the cause of death and the recovery of the dead, in collaboration with other services.
- Issuing data for the registration of dead and wounded casualties with the CRIB and the CCIC.
- Health protection, including arrangements for vaccination and decontamination.
- Instituting quarantine measures in case of chemical and radioactive contamination, and also medical supervision of drinking water supplies.
- Arranging psychosocial assistance for casualties and emergency personnel (aftercare plan).
- Exchanging information with the regional health inspectorate.

### **Municipal Water Board (Brabantwater)**

The Municipal Water Board performs the following tasks:

- Regulating the pressure in the water supply network.
- Shutting off and repairing damaged water pipes.
- Providing emergency drinking water supplies.
- In consultation with the GHOR, maintaining contact with the Public Health Inspectorate with regard to water quality.

### **Energy companies (Fudura on behalf of Philips)**

Energy companies perform the following tasks:

#### **Production and distribution of electricity:**

- Taking concrete measures to limit risks that have become apparent.
- Repairing defects and/or damage.

#### **Distribution of electricity:**

- Taking concrete measures to limit risks that have become apparent.
- Continuation of delivery of electricity or restoration of this in order of priority.

**Gas distribution:**

- Taking concrete measures to limit risks that have become apparent.
- Checking for gas leaks.
- Taking measures to prevent fire and explosion (amongst other things).

**Delivery to consumers:**

- Taking concrete measures to limit risks that have become apparent.
- Repair of defects and/or damage and restoration of services in order of priority.

**Lighting of public areas, and traffic signalling:**

- Taking concrete measures to limit risks that have become apparent.
- Repairing defects and/or damage and restoration of services in order of priority.

**Environmental Agency (municipality) ODZOB**

The Environmental Agency has the following duties:

- Recommending measures with regard to environmental hygiene in case of air or water pollution or the threat of this.
- In collaboration with the alerting and reconnaissance services of the fire brigade and the environmental agency, gathering data regarding emissions of harmful substances and establishing dispersal patterns.
- Upon the request of the Management Centre, maintaining contact with the Nationaal Vergiftigingen Informatiecentrum [National Poisons Information Centre] in Utrecht and with other institutions in this field.

In the event of a disaster, the Environmental Agency's specialist knowledge can be brought to bear in the fields of:

- ground
- air
- noise
- danger

The Environmental Agency has a complaints line that can be used for the registration of complaints about the environment or noise pollution.

The complaints line can additionally serve as an information centre in the case of environmental disasters, to provide information to the public. All incident reports via the CVM.



## Eindhoven Security Incident Desk (SME) instructions

### A verbal alert via the emergency number **040 2305 444**

1. **Note:**
  - date and time of the notification;
  - information about the notifier;
  - type of notification and the description;
  - location of the disaster; room number...
  - other particulars such as missing persons.
2. **Alerting by SME:**
  - Depending on the type of disaster, the Incident Desk provides internal and external alerts. Using procedures in the Security Department, the appropriate institutions are warned.
3. **One official goes to the location**  
(Not in the case of a ERT alert during daylight hours).
4. **Further actions on the orders of the commander (corporate fire service/regional fire brigade).**
5. **In the evening and at night, alert the appropriate crisis team or contact person if necessary**

### An automatic fire alert

1. **Note:**
  - date and time of the notification;
  - the fire installation involved;
  - the notifying group.
2. **Automatic alerting of external emergency services.**
3. **Alerting by SME:**
  - confirm alert to the CMK (*Centrale Meld Kamer [Central Emergency Room]*) **(0) 112**;
  - alert the regional fire brigade.
  - internal alert building's ERT organization by means of Picasse.
4. **One official goes to the site.**
5. **Proceed further under the orders of the commander (regional fire brigade).**
6. **If necessary, during the evening and night alert the HTC Crisis Team.**

## **Crisis Team instructions**

When an incident/disaster occurs, the procedures as described in the flowcharts must be followed. These procedures are aimed at abating, as far as possible, the damaging consequences of a disaster.

## **Overall HTC Crisis Team instructions**

The HTC Crisis Team provides coordination in the handling, according to policy, of a threatening situation on the campus, a disaster in a multi-tenant building and in case of disasters affecting multiple buildings. You will be alerted by the Security Department operator.

### **General**

- Proceed to the Crisis Centre in car park P4 West for the formation of the HTC Crisis Team.
- Evaluate the information provided and if necessary, call in other expert staff members.
- Arrange coordination/communication between the crisis teams.
- In the event of environmental incidents, alert the CVM Chair.
- See to the support and rescue of visitors and personnel.
- See that the press/media and any family members of those involved/casualties are accommodated and given information.
- Maintain contact with the operational managers on location.
- Maintain contact with government officials, the Labour Inspectorate, police, fire brigade and other medical assistance services.
- Instigate procedures regarding salvage and reconditioning.
- Instigate procedures regarding company continuity.
- Instigate procedures regarding the insurance experts.

In case of major disasters, the municipal disaster plan will come into force. A request can come from the regional fire brigade to have a delegation of members of the HTC Crisis Team, possibly supported by expert staff, come to the Regional Operational Team (ROT) or the Building Coordinator.

### HTC Managing Director (Chair) instructions

- You will be alerted by the Security Department.
- If necessary, proceed to the Crisis Centre in car park P4 West.
- Evaluate the information provided and, if necessary, call in expert staff (specialists from, for example, Philips CTO, ES, ASML, Solliance, Signify or NXP).
- Inform the Operations Manager and, if necessary, other neighbours.
- In case of (expected) environmental damage, also warn the CVM Chair.
- Ensure that all actions of the HTC Crisis Team members are carried out.
- Maintain contact with government officials.
- Ensure that reconditioning is started as quickly as possible.
- If there are casualties, ensure that the duties of the Head of HRM of the organization in question and the Safety Officer are performed by those involved.
- Warn the insurance experts (for example, the IRMD).
- Aftercare of internal emergency personnel.
- Remain informed as to the abatement of the disaster.
- Check the duties of the other members of the HTC Crisis Team.

#### HTC Operations Manager instructions

- You will be alerted by the Security Department.
- Proceed to the Crisis Centre in car park P4 West.
- Ensure that the Security Department and the Managing Director keep you informed.
- Depending on the situation that has arisen, you must take measures for the restoration of gas, water and energy supplies or other constructional facilities.
- Consult with HTC Security/SME to call in extra personnel from Technical Services.
- Consult with HTC Security/SME and the duty standby services for deployment and summoning of 'Company contractors'.
- In consultation with the Chair, alert the IAK (insurance) and/or Recontec (utilities). Maintain contact with external salvage companies.
- Proceed further as instructed by the Chair.
- After the release of the building/property/department by the regional fire brigade, the Head of Facilities for the building releases this to the occupants (after repairs).
- Arrange for the welfare (food/drink) of casualties and relief workers.

#### **HTC Safety Officer instructions**

- You will be alerted by the Security Department.
- Proceed to the Crisis Centre in car park P4 West.
- Ensure that you are informed by HTC Security/SME.
- In case of fatalities and/or (several) seriously injured casualties, arrange, in consultation with the Chair, for the authorities to be notified:
  - Police;
  - SZW Inspectorate (Labour Inspectorate);
- Acquire information for the accident analysis.
- Acquire information regarding damage.
- If necessary, arrange for the initiation of the trauma therapy procedure via Victim Assistance or D.O.e.N. (Immediate Support and Aftercare) in consultation with the HRM Head of the organization in question.
- Arrange care and aftercare and the evaluation of the efforts of the internal relief workers.
- Proceed further as instructed by the Chair.

#### HTC P&R Head instructions

- You will be alerted by the Security Department.
- Proceed to the Crisis Centre in car park P4 West.
- Ensure that HTC Security keeps you informed.
- In consultation with the Chair, arrange for surrounding companies to be warned.
- Convene the CSM Communication Team.
- Furnish a reception room for government officials:
  - location;
  - telephone;
  - arranging the care and protection of these persons.
- Equip a press room:
  - location;
  - telephone;
  - arranging the care and protection of these persons.
- Notify:
  - press;
  - personnel;
  - local residents.
- Arrange, in consultation with the Chair, the notification of:
  - family members;
  - contractor firms, external companies.
- Set up a communication register.
- Proceed further as instructed by the Chair.

## Communications/Crisis Centre

### Crisis Centre

In the event of the above-mentioned incidents, the crisis team and the HTC Crisis Team will convene at the Crisis Centre. The Crisis Centre forms the hub for coordination between the crisis teams.

At each scaling-up of an incident, the HTC Crisis Team must convene in the Crisis Centre for further coordination of the disaster abatement.

The Crisis Centre that must be manned by the HTC Crisis Team in the event of a disaster is located in:

### **LOCATION: car park P4 West**

In or in the immediate vicinity of the Crisis Centre, the following resources (as a minimum) must be present:

- general overall emergency plan
- all other corporate emergency plans and evacuation schemes
- organization details
- internal telephone directory
- external telephone directory
- Yellow Pages
- telephone
- GSM/mobile phone (chargers?)
- whiteboard/beamer/TV-screen
- various writing materials
- overview of current campus maps.

In the event of an escalating disaster with the crisis team already using the P4 West Crisis Centre, the HTC Crisis Team will use an alternative location, namely the “de Vijver” HTC 1<sup>st</sup>.

### Means of communication

In the P4 West Crisis Centre, the following means of communication (as a minimum) will be used:

- HTC telephone network
- Data lines, optical fibre connections, coupled computer networks
- e-mail
- radio telephone, walkie-talkies, pagers, mobile telephones
- internet, radio, television
- weather-forecasting system

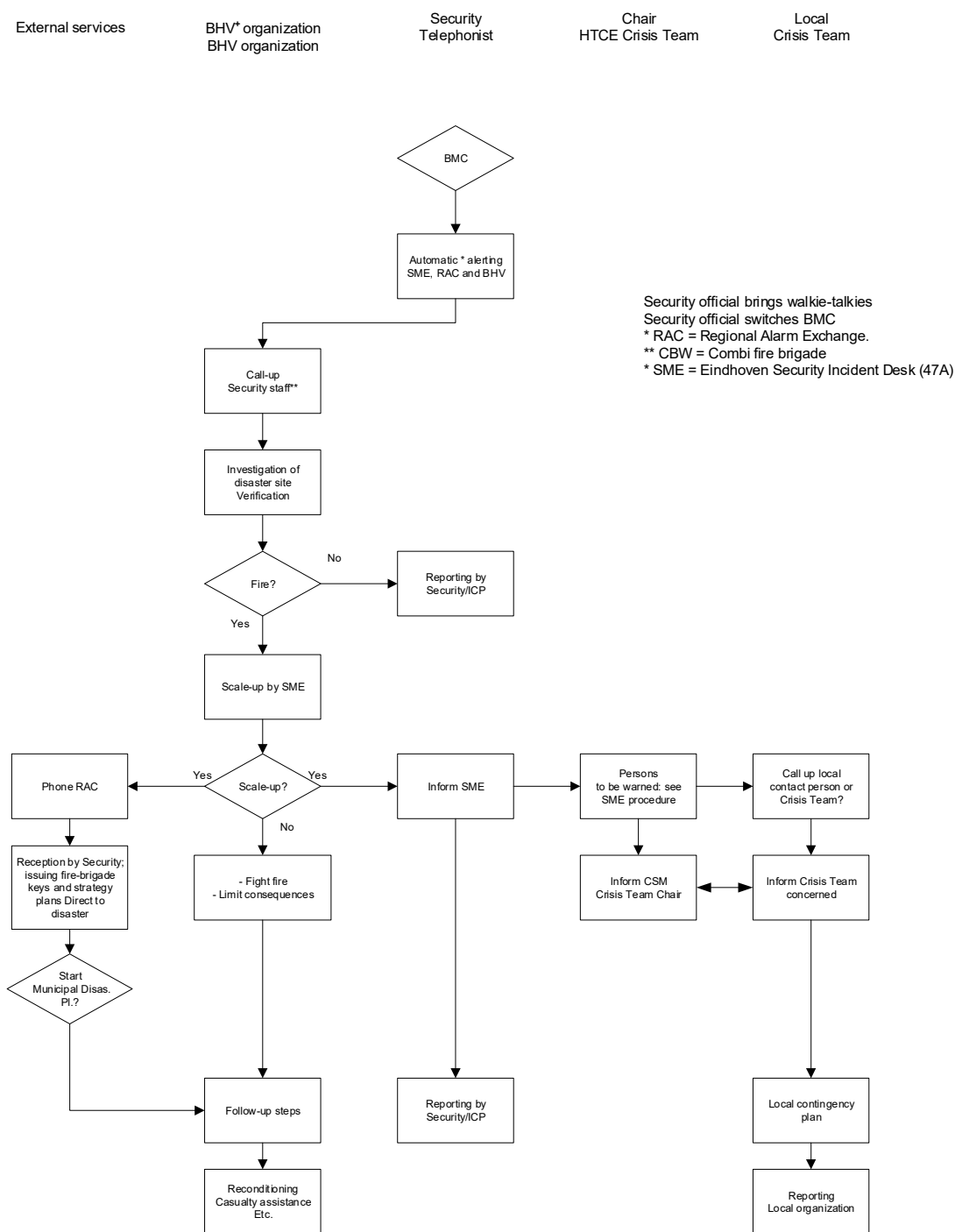
## Flowcharts

1. Flowchart for automatic fire alarms during working hours
2. Flowchart for automatic fire alarms outside working hours
3. Flowchart for manual fire alarm or verbal alerting
4. Flowchart for report of a heart attack
5. Flowchart for accident/injury
6. Flowchart for evacuation
7. Flowchart for approaching gas cloud
8. Flowchart for bomb threat
9. Flowchart for power cut
10. Flowchart for traffic incidents A2 highway
11. Flowchart for trapping in lift or LMS pre-alarm
12. Flowchart for environmental incidents
13. Flowchart for radiation disasters
14. Flowchart for accident with chemicals during working hours
15. Flowchart for a pandemic



## 1. Flowchart for automatic fire alarms during working hours

Flowchart 1: Procedure for automatic fire alarms during working hours



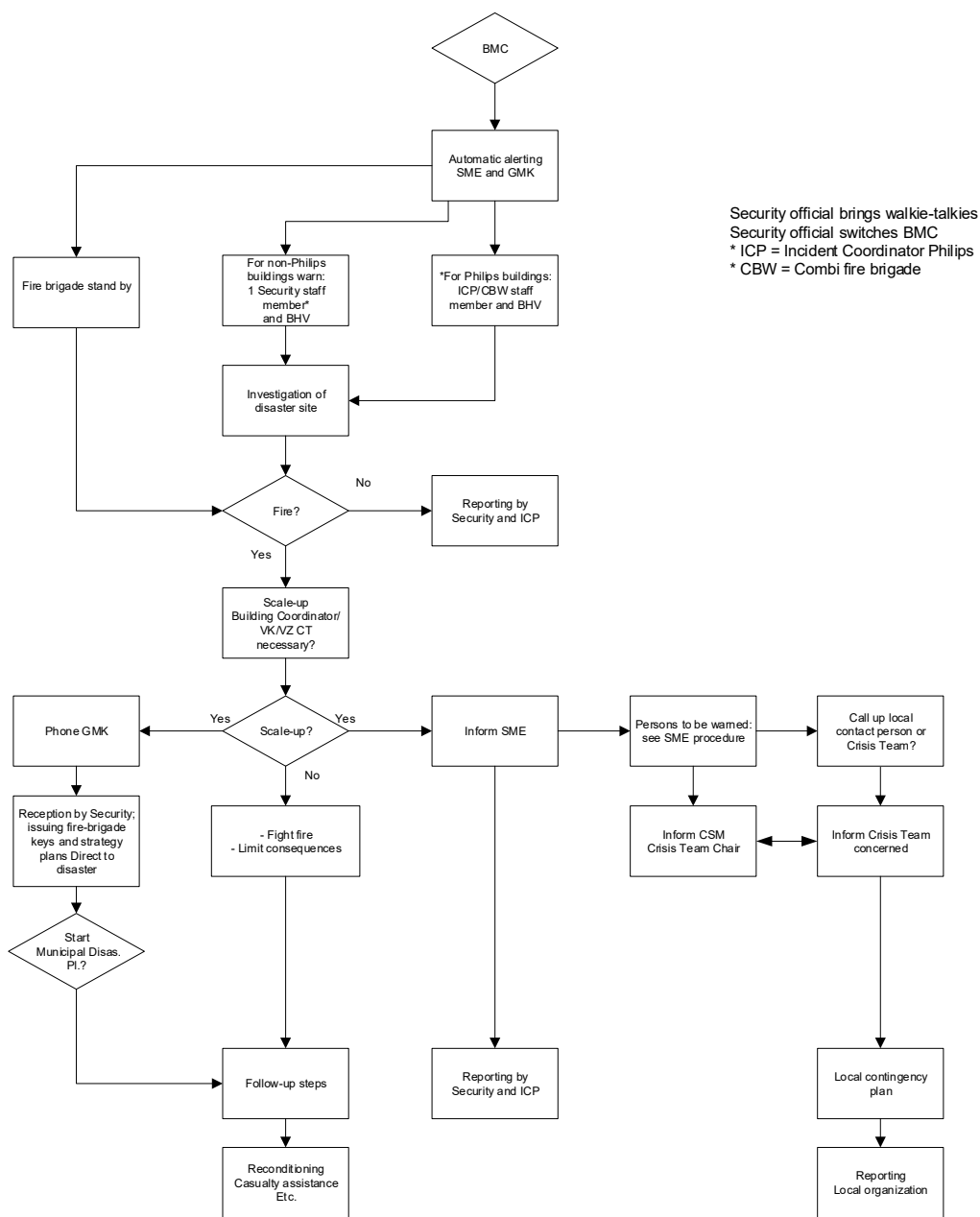
External services

Corporate fire brigade  
BHV\* organization  
BHV organization

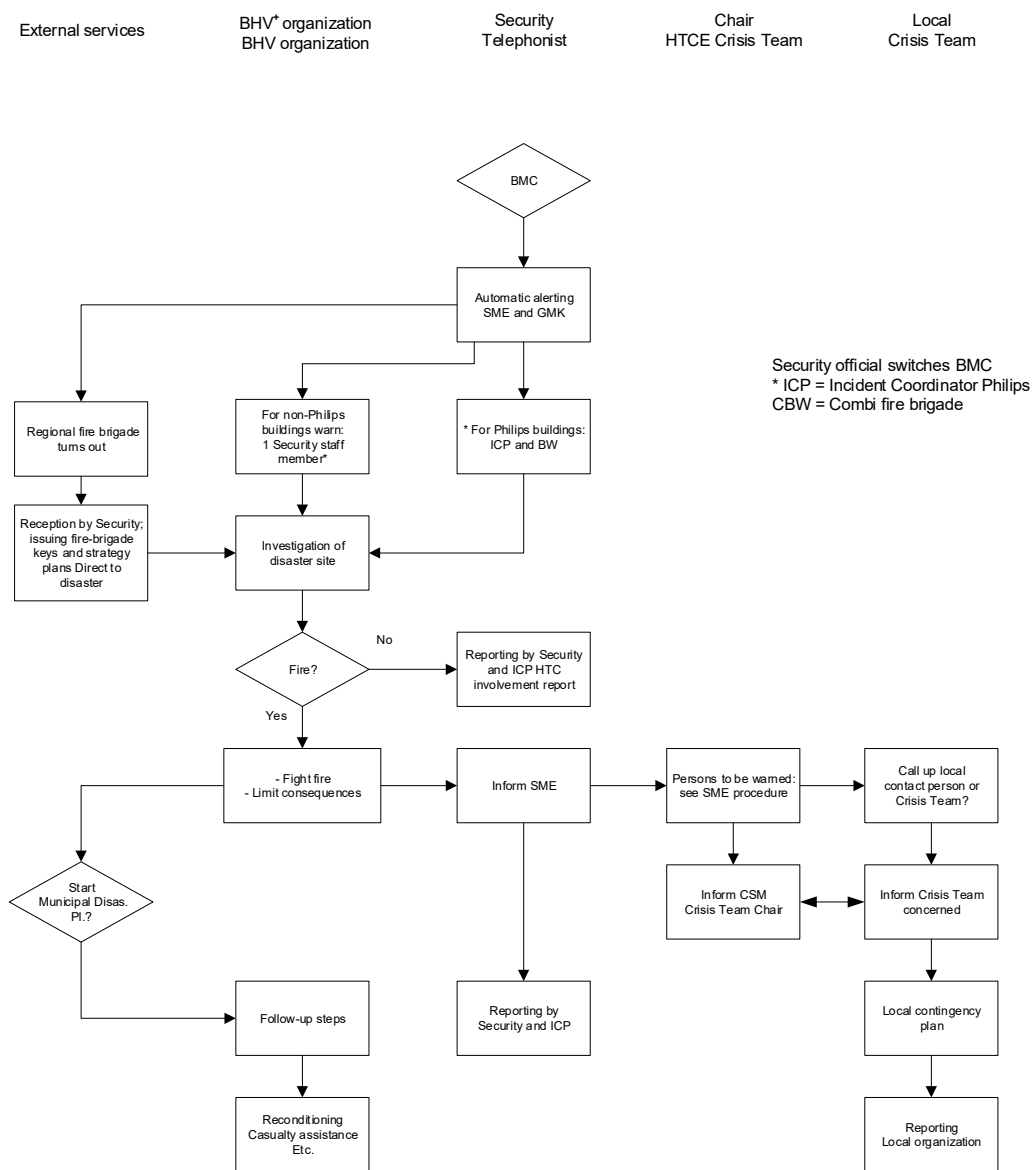
Security  
Telephonist

Chair  
HTCE Crisis Team

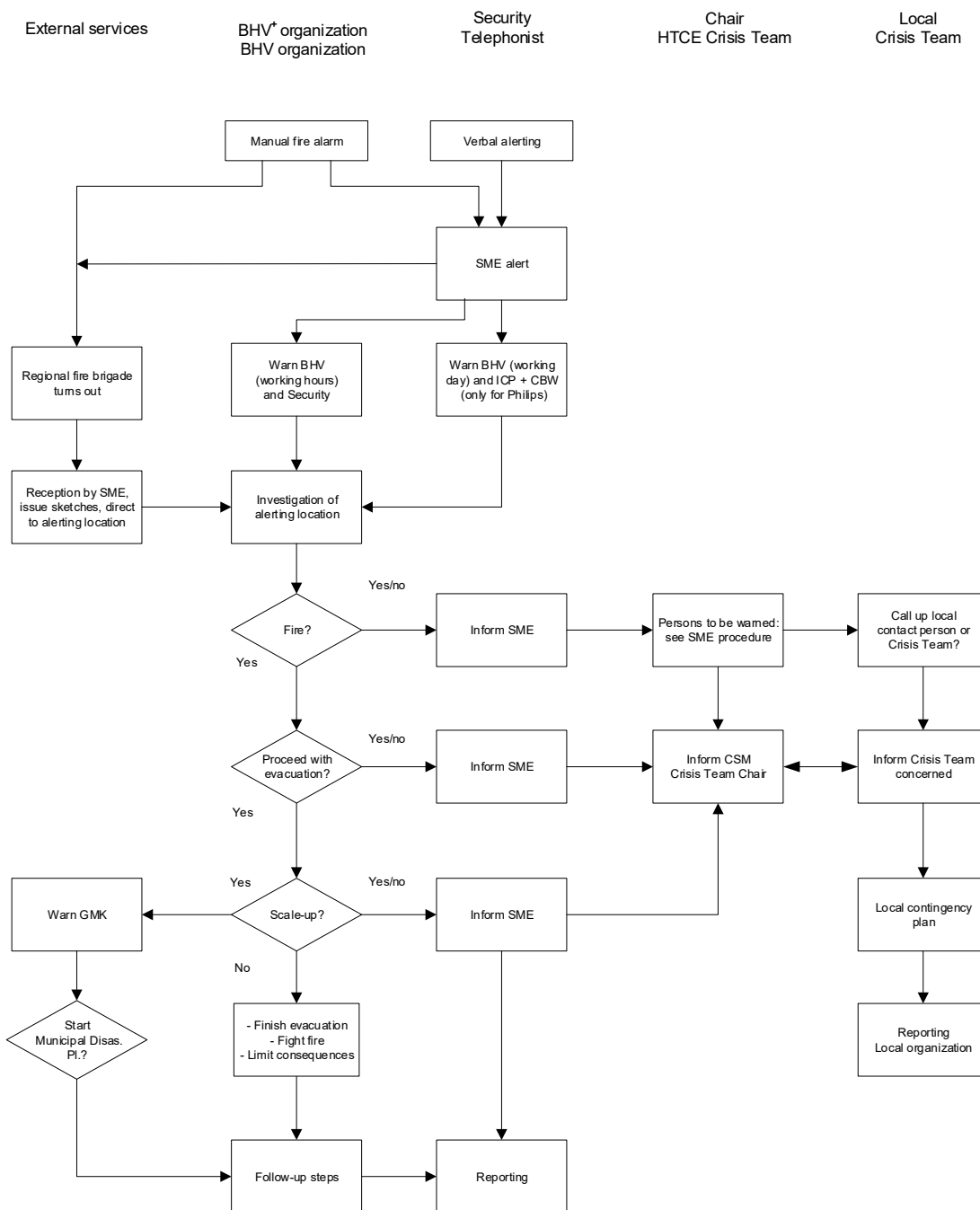
Local  
Crisis Team



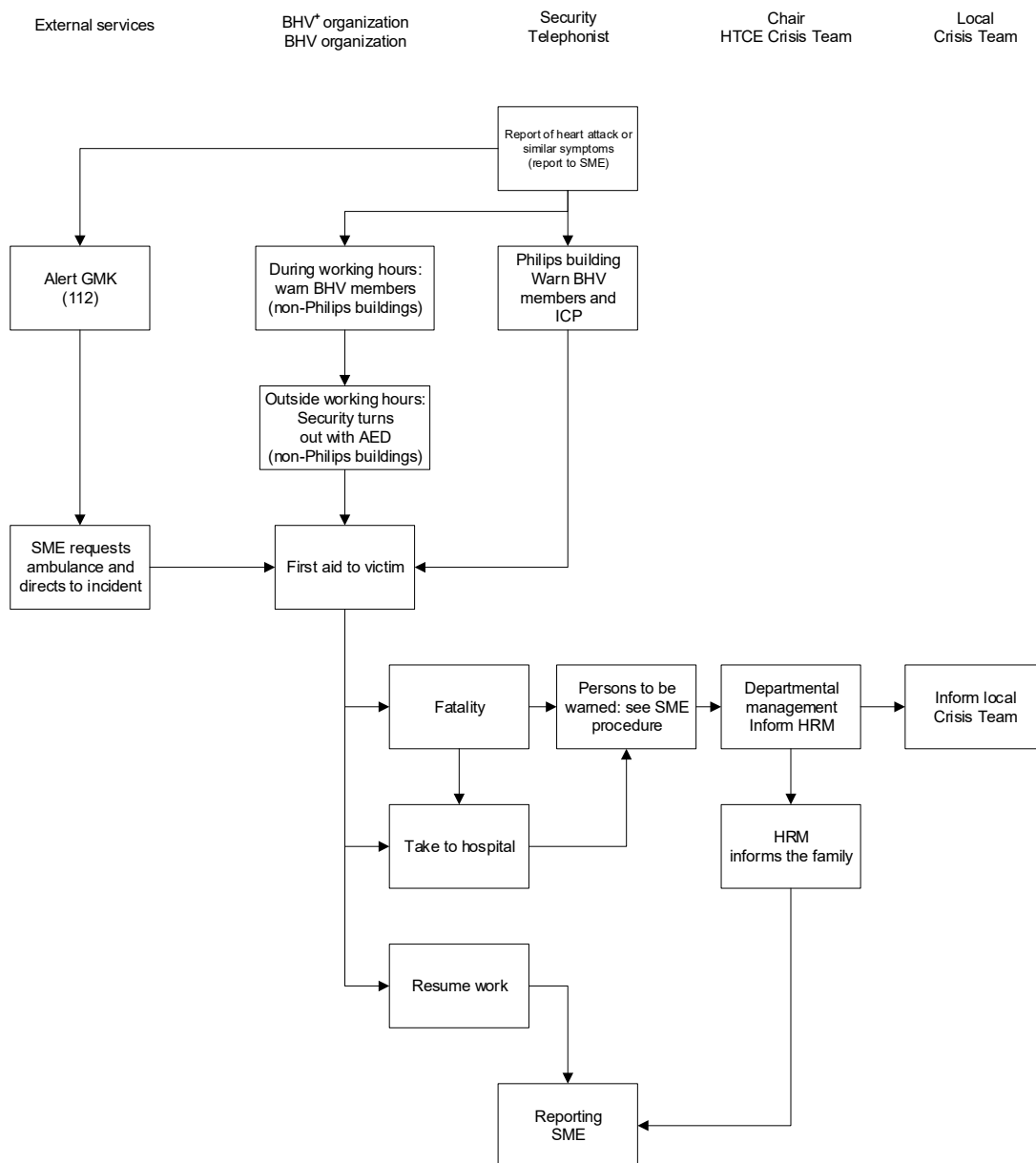
## 2. Flowchart for automatic fire alarms outside working hours



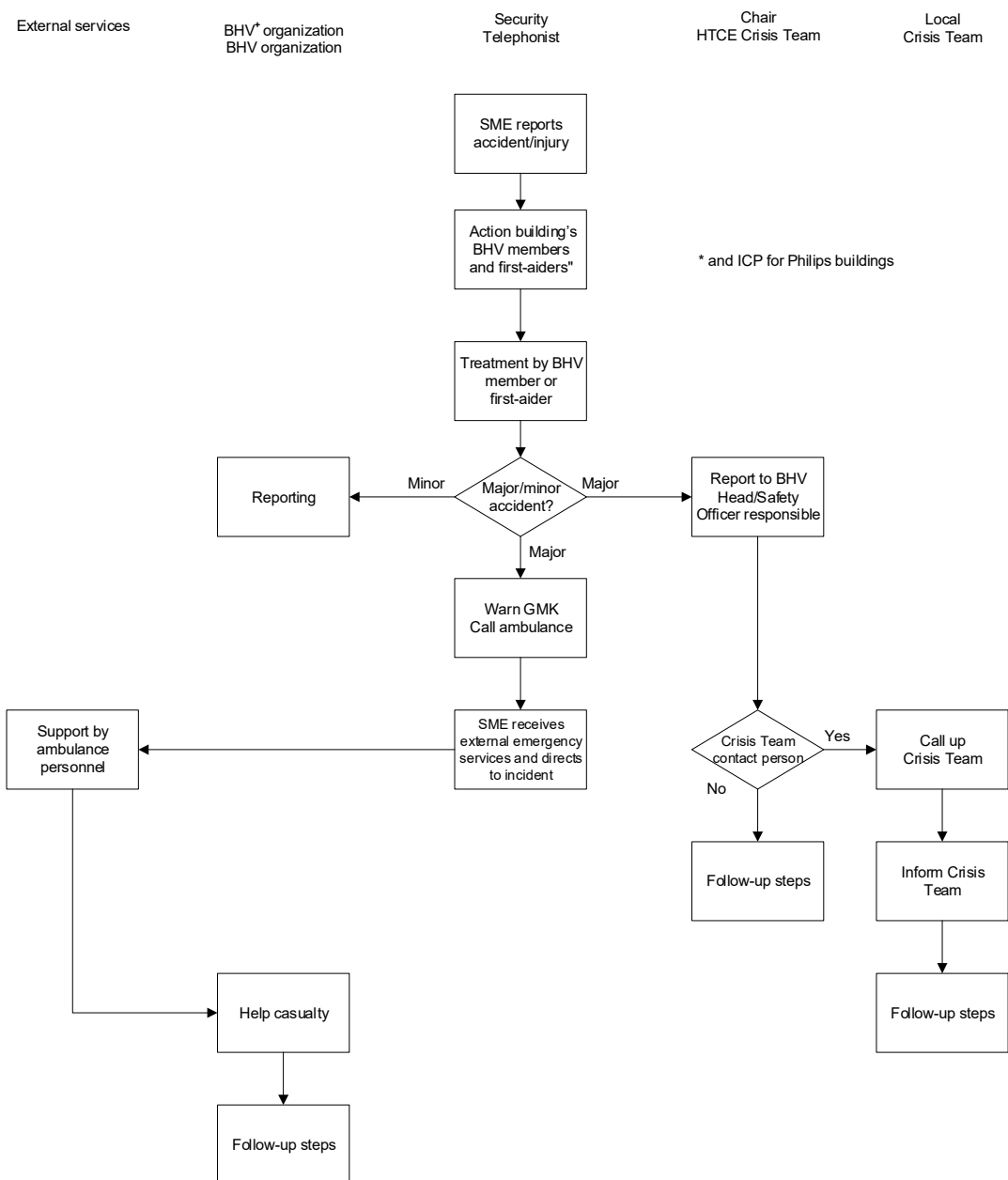
### 3. Flowchart for manual fire alarm or verbal alerting



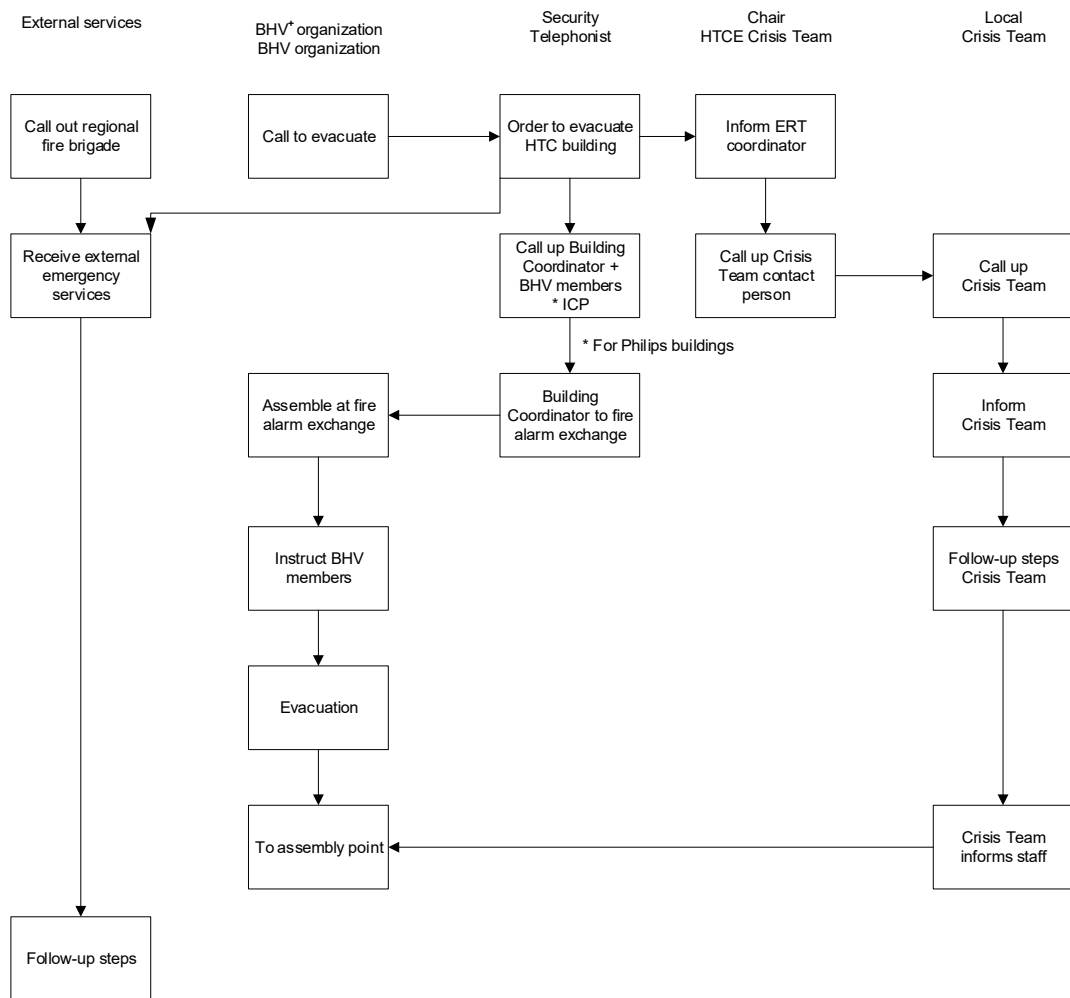
#### 4. Flowchart for report of a heart attack



## 5. Flowchart for accident/injury



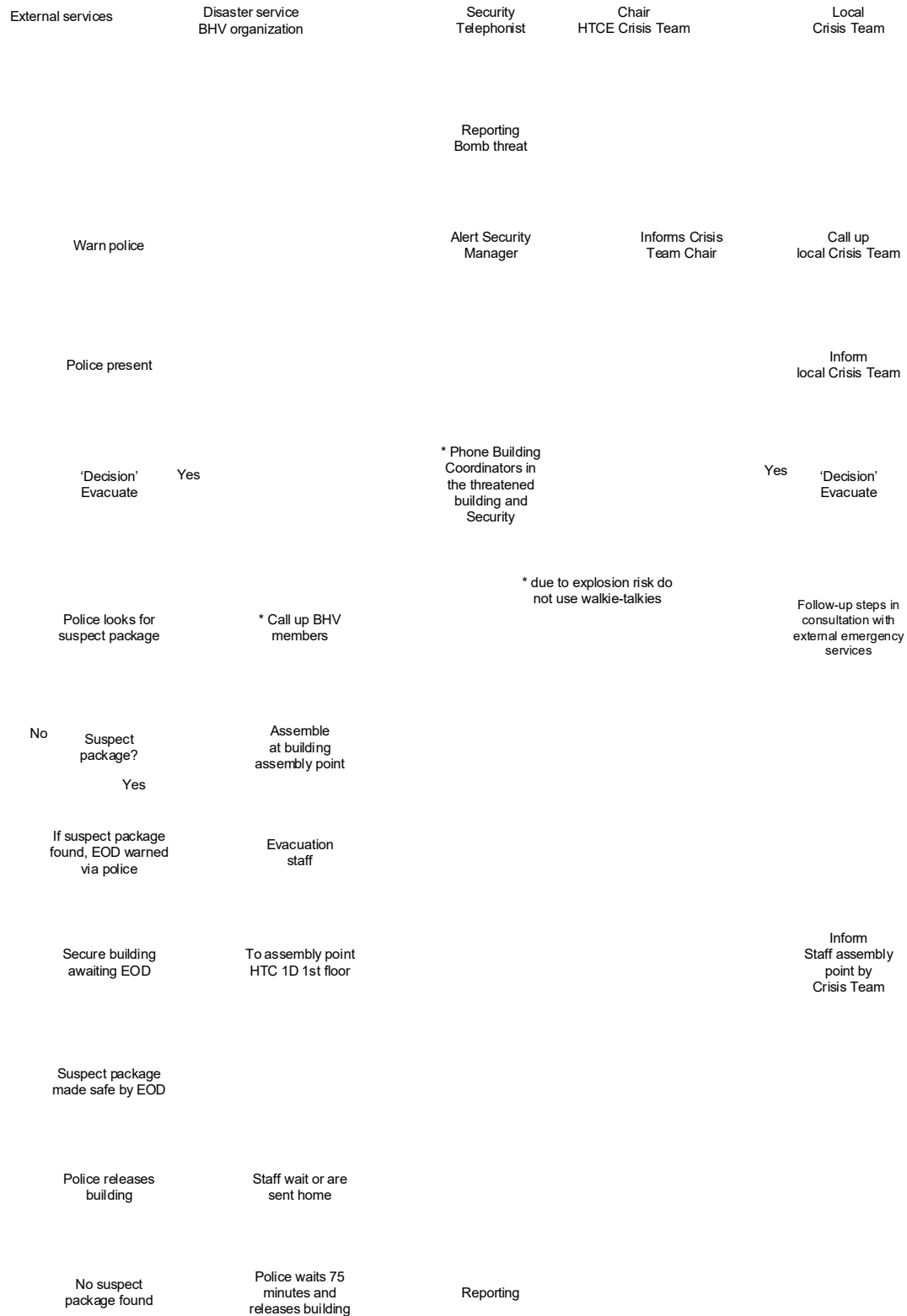
## 6. Flowchart for evacuation during working hours



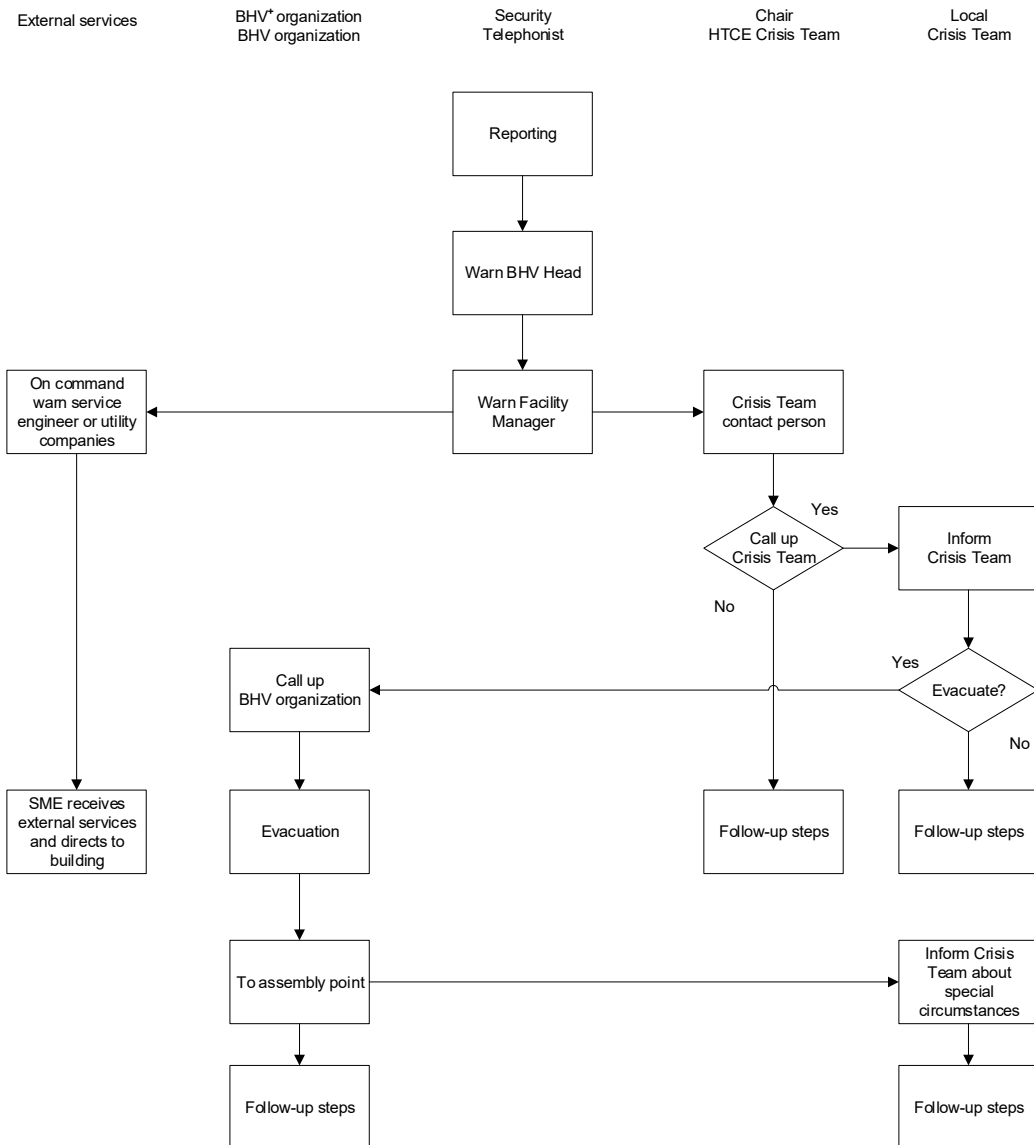




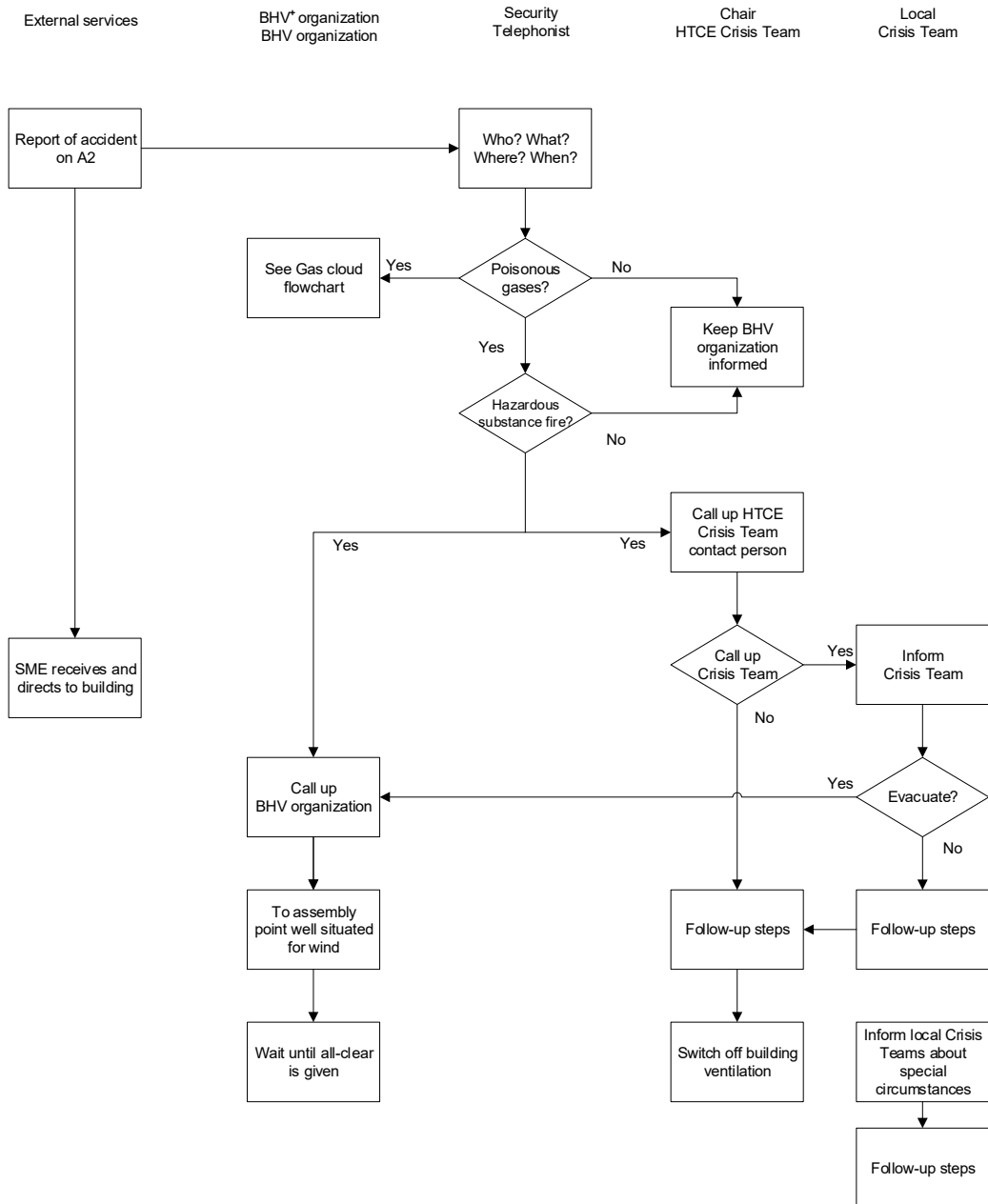
## 8. Flowchart for bomb threat



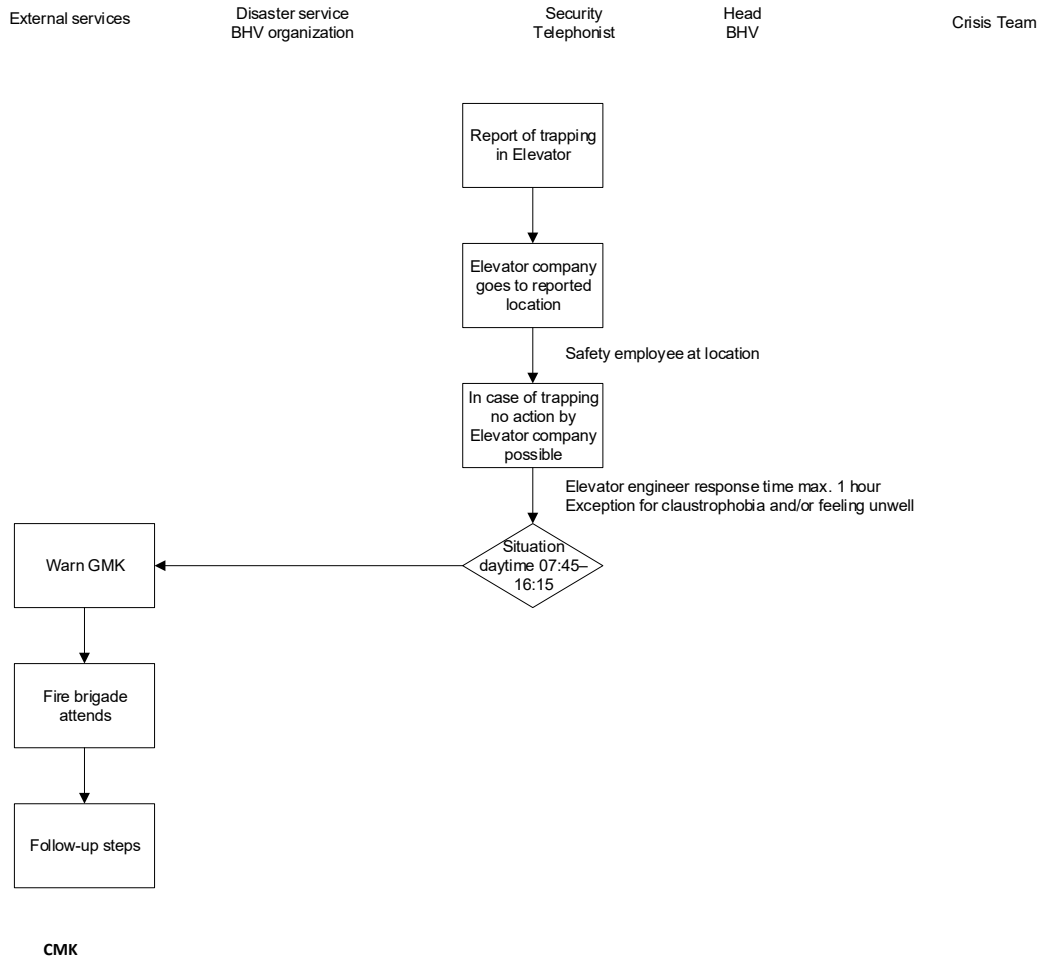
## 9. Flowchart for power cut



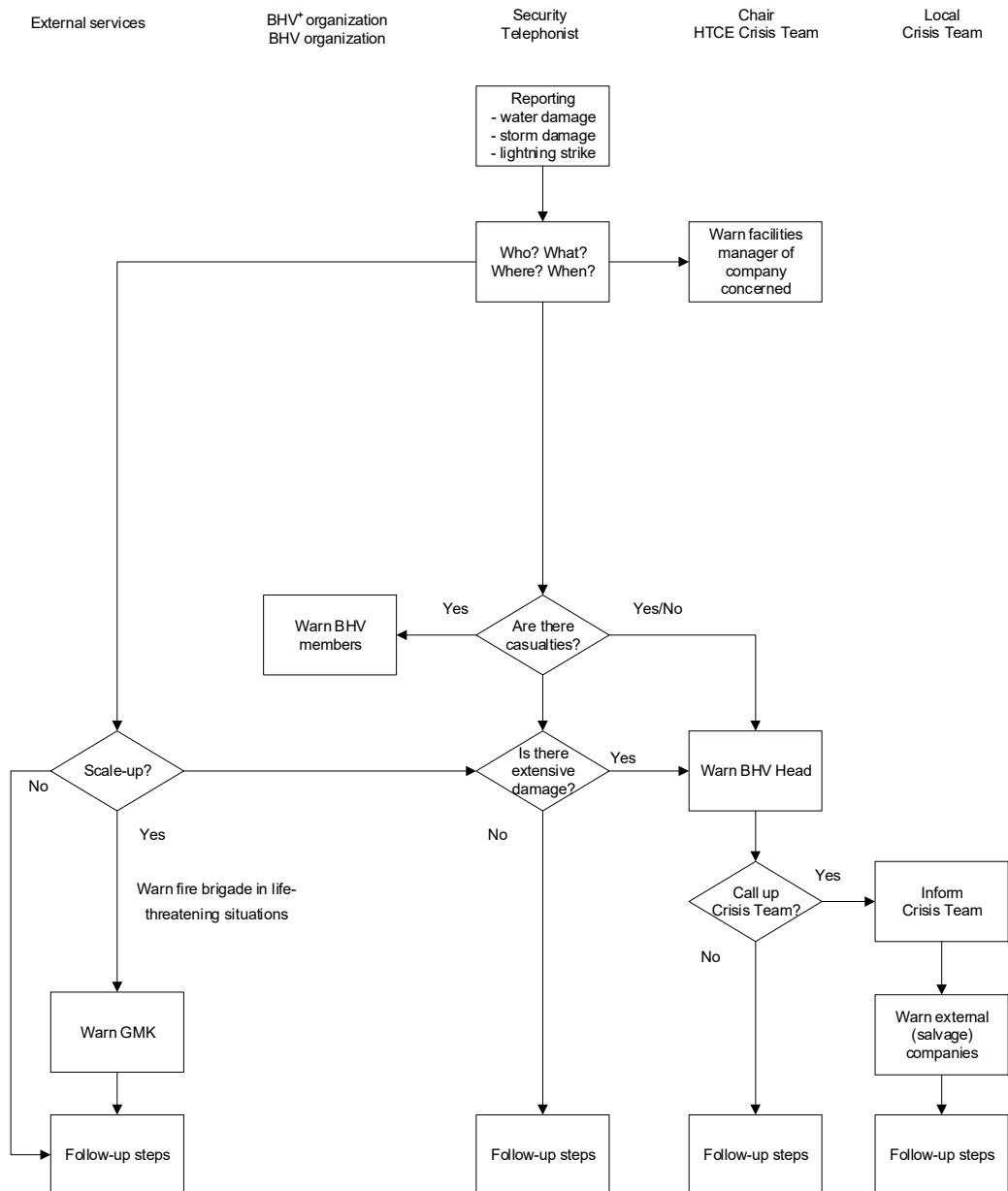
## 10. Flowchart for traffic incidents A2 highway



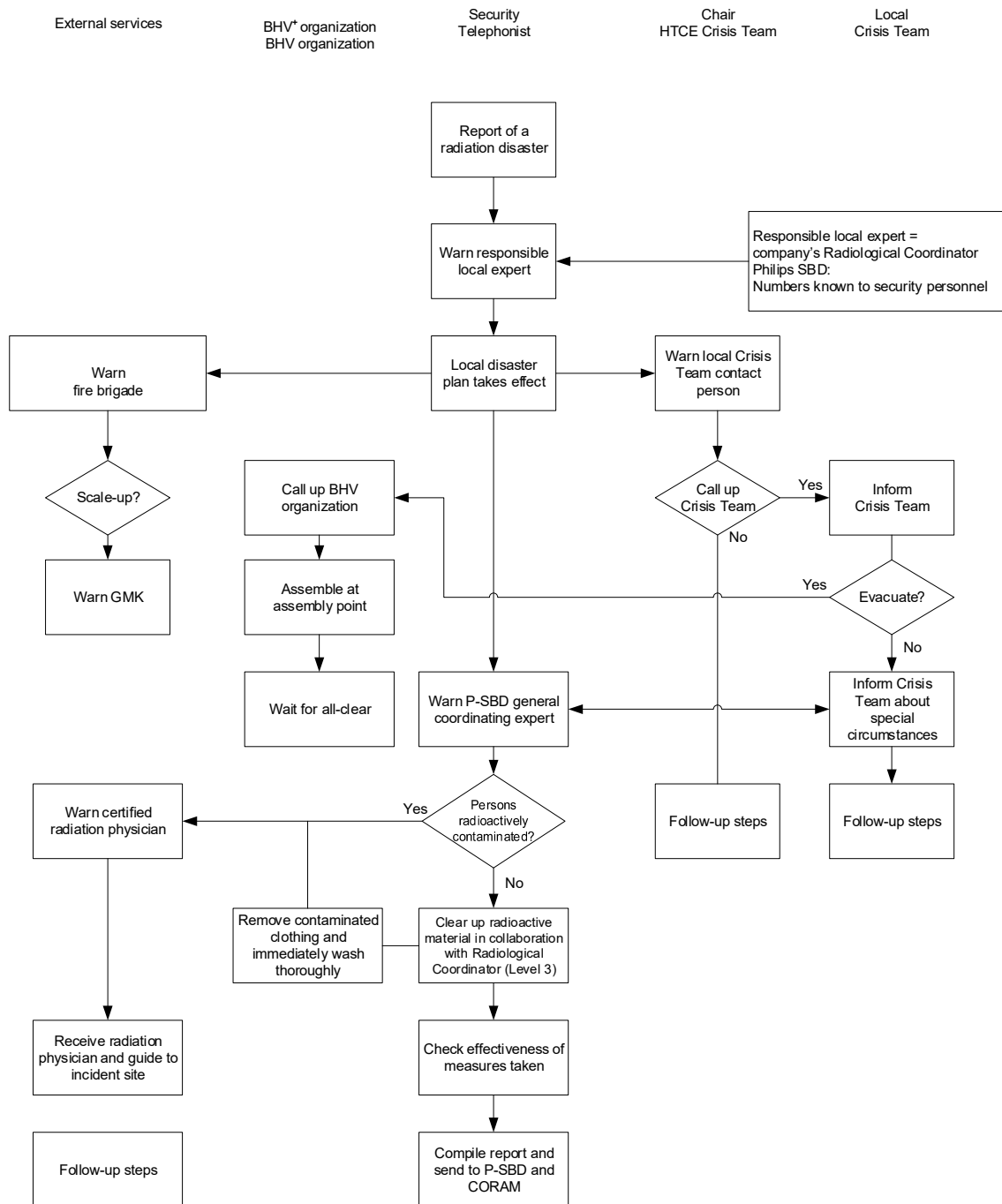
## 11. Flowchart for trapping in lift



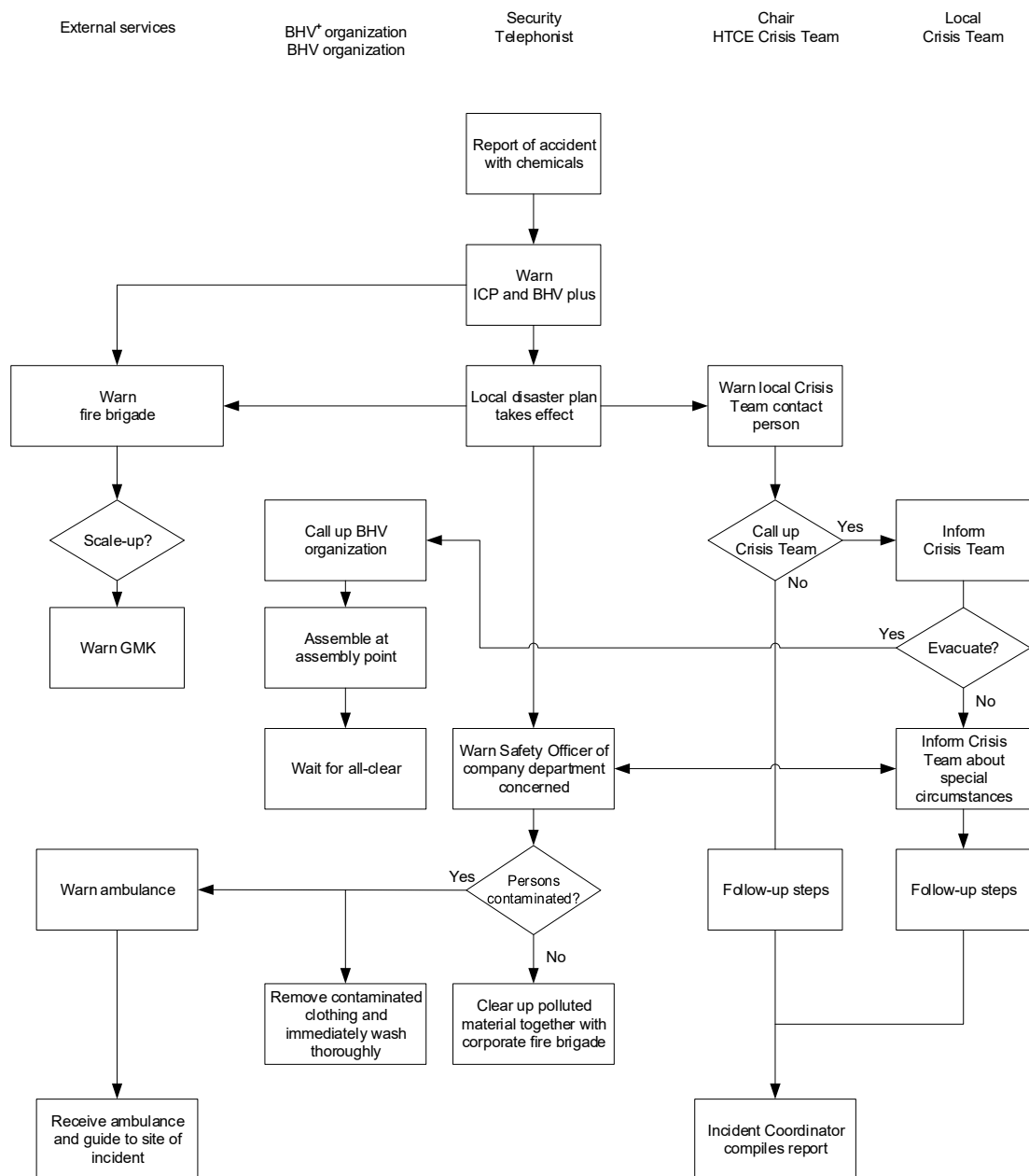
## 12. Flowchart for environmental incidents



### 13. Flowchart for radiation disasters

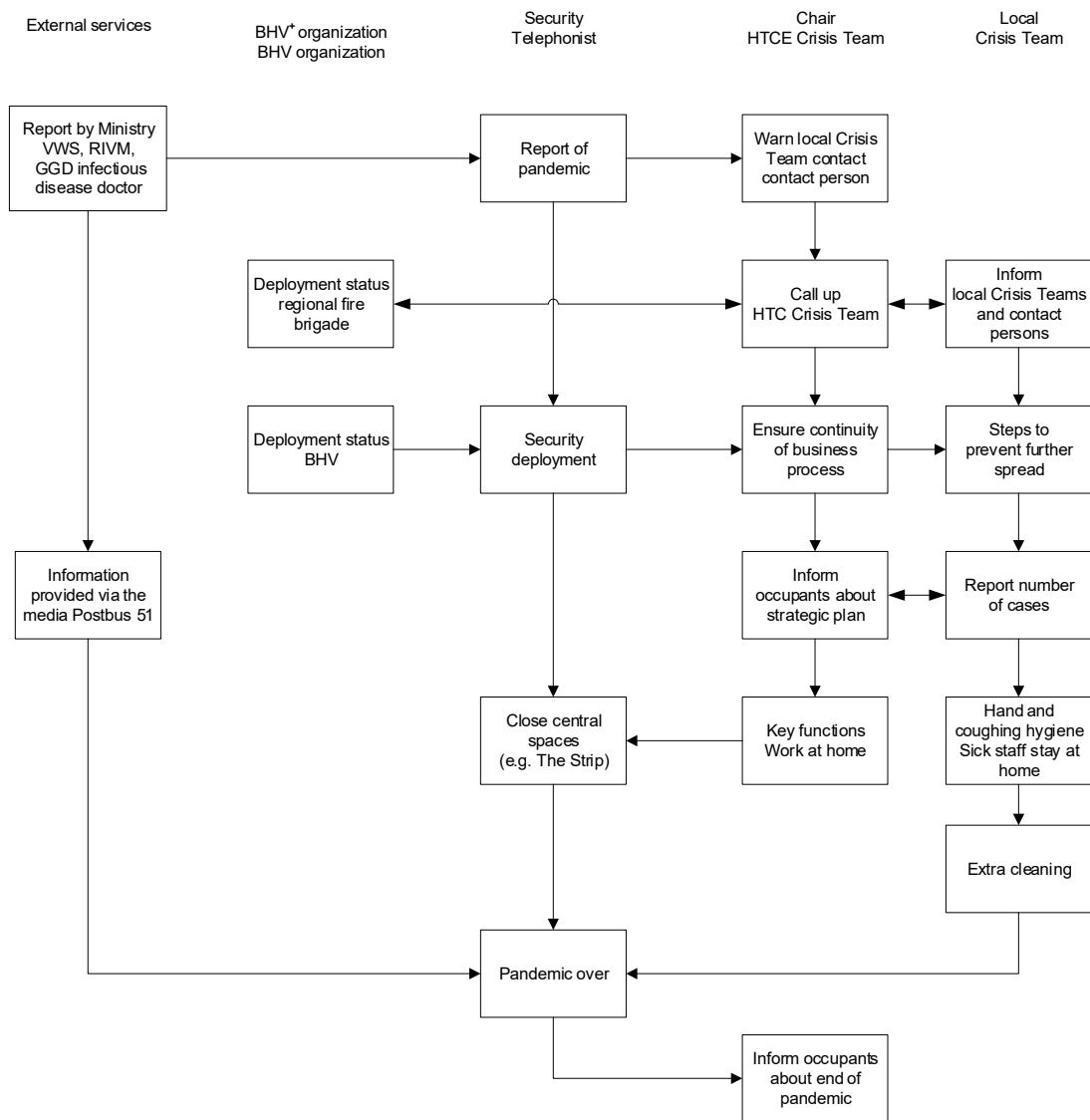


## 14. Flowchart for accident with chemicals





## 15. Flowchart for a pandemic



See also the [VWS \(Volksgezondheid, Welzijn & Sport \[Public Health, Welfare & Sport\]\) Ministry Manual on Business Continuity in an Influenza Pandemic.](https://www.rijksoverheid.nl/onderwerpen/)  
<https://www.rijksoverheid.nl/onderwerpen/>

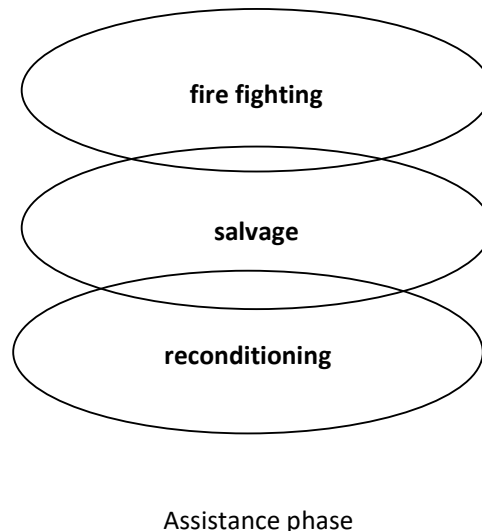
## Reconditioning

### Introduction

If a disaster has happened which has led to considerable damage to buildings and/or contents, measures for recovery and repair must be taken as soon as possible. In case of fire, especially, in addition to the direct damage there is often also damage from corrosion. This corrosion is caused by the high atmospheric humidity (by the use of water for extinguishing and water that has arisen through the fire), often combined with the presence of hydrochloric acid. The hydrochloric acid comes from the burning of chlorine-containing substances such as PVC. Machines and electronics, but also buildings, are highly prone to the effects of chlorides. In the Netherlands, there is a special arrangement between insurers, regional fire services and cleaning firms: the Reconditioning Arrangement.

### Phases of damage limitation

Damage repair is naturally a phase that follows after dealing with the disaster. A distinction is usually made between:



Even when fighting the fire, the fire brigade will attempt to limit the damage somewhat by:

- the use of selective extinguishing agents;
- controlled catchment of extinguishing water drainage;
- covering apparatus with tarpaulins, etc.

The next step is the salvage work. This is done (even during the fire fighting, but taking account of safety measures) by the fire brigade in collaboration with the service provider's salvage firm. Think, in this context, of:

- moving goods;
- ventilation of goods;
- sealing of holes, etc.

After this, parts of buildings, machines and installations are returned to their original state. This is work for specialized (cleaning) firms.

If more specialized operations are necessary, the Reconditioning Arrangement will be implemented.

### **Reconditioning Arrangement**

As mentioned in the Introduction, there is an agreement between insurers, the regional fire service and cleaning firms.

The purpose of this is to support the HTC Crisis Team and limit the damage. It is therefore advantageous to have the insurer's damage regulator attend the site as soon as possible in consultation with Security.

### **Crisis management**

The HTC Crisis Team will discuss the further measures necessary for the reconditioning in consultation with the Security Manager and the damage regulator. Through consultation it will be determined which emergency measures will be implemented to get work started again as soon as possible in order to limit damage to the business as much as possible.

For rapid performance of emergency repairs, 'house contractors' will be employed. Involvement of these firms is arranged through the standby services/managers.

### **Duties of HTC Crisis Team**

At the point in time when the reconditioning phase is started, the team's composition will possibly have to be altered. In the first instance, the manager and Building Coordinator are summoned and a start is made on the rebuilding ('bringing back to the original state').

In the second phase, all staff members must be involved in the activities. Additionally, the insurer's damage expert and the Security Manager will certainly participate in these deliberations.

## Appendices

### Definitions of terms

<b>Accident</b>	A sudden, unwanted event happening to an employee in connection with the performance of work, which has almost immediately led to the employee's death or damage to health, the consequence of which is that the employee has stopped work during working hours and has not resumed this or has not started work in the first place.
<b>ERT Building Coordinator</b>	The ERT Building Coordinator is responsible for decisions during the implementation of the company emergency plan until the crisis team is formed and the fire brigade has arrived.
<b>ERT coordinator/Head of ERT</b>	The ERT Coordinator/Head of ERT is involved with the policies of the occupants' ERT organizations. He/she organizes training and exercises (including evacuation exercises), keeps the ERT organization up to strength and ensures contact with the HTC ERT Head/Coordinator.
<b>Chief Fire Officer/Duty Officer</b>	The official who has supreme command in the actual disaster abatement. They are recognizable by more than one red band on the helmet.
<b>Company emergency plan</b>	A plan with which a disaster can in actual fact be dealt with effectively.
<b>Crisis Centre</b>	The place on the HTC where the Crisis Team convenes to jointly coordinate and abate the disaster.
<b>Crisis Team</b>	Officials appointed by Management who bear ultimate responsibility for and coordinate the disaster abatement (HTC, Philips PlnS/PRE, ASML, Philips Lighting and NXP).
<b>Disaster</b>	An event that results in serious disturbance of public safety, with the life and health of many people, the environment or large-scale material interests being threatened or damaged to a serious extent and with a coordinated deployment of services and organizations over various disciplines being necessary in order to remove the threat or limit the damaging consequences.
<b>Disaster and incident abatement</b>	The abatement of disasters/incidents in accordance with the guidelines for this and the limitation of the consequences of a disaster/incident that has actually occurred.
<b>External threat</b>	A threat outside one's own influence.
<b>Fire brigade commander</b>	The person responsible for the general leadership as regards saving people and animals and fighting the fire.
<b>First aiders</b>	The first aiders are the front-line attendants in the area of accidents and sickness.
<b>First Response Team members (ERT personnel)</b>	The ERT personnel are front-line relief workers. This means that in the event of an incident they act immediately, under the leadership of the Building Coordinator. In the end, the future of the further measures to be taken depends on the actions of the ERT personnel.
<b>GHOR</b>	Geneeskundige Hulpverleningsorganisatie in the Regio (Regional Medical Emergency Preparedness and Planning Organization).
<b>GMK</b>	Gemeenschappelijk Meldkamer (Emergency Control Centre) (112)

<b>Great material damage</b>	Damage to buildings, material, raw materials or products which is a direct consequence of an undesired event, to an amount of at least €45,000.
<b>HTC ERT coordinator</b>	The HTC ERT Coordinator/Head is involved with ERT organization policy matters. He/she organizes training and exercises (including evacuation exercises) and ensures contact with the HTC fire brigade.
<b>ICP/CBW</b>	Incidentencoordinator Philips (Philips Incident Coordinator)/combi-brandwacht Brandweer (Fire Service Combination) Fire service expert in the service of Philips who lends support in the case of a disaster.
<b>Incident</b>	An event whereby a disturbance of local safety has arisen, with the life and health of a person or to a lesser extent immaterial interests being threatened, and with the active involvement of the department, the ERT team member and one external emergency service being demanded.
<b>Internal threat Management Centre</b>	A threat, the cause of which lies or has its origin in the HTC. From this Centre the mayor with his disaster staff and possibly the representatives of the HTC Crisis Team coordinates the abatement of the disaster.
<b>Partial corporate emergency plan</b>	A tailor-made and elaborated plan per building or structure. In these plans, duties and authority are established; also how the ERT organization of the building or structure must act.
<b>P-SBD</b>	Philips Straling en Beschermingsdienst (Philips Radiation and Protection Service).
<b>(RAC) = GMK</b>	Regionale Alarm Centrale (Regional Alarm Exchange). Will be referred to as <b>GMK</b> ( <i>Gemeenschappelijk Meld Kamer</i> [Emergency Control Centre]).
<b>Salvage/tidying up</b>	Damage-limiting measures: all measures that are taken to limit or prevent the consequences of a disaster (for example, fire) for buildings, installations, machines, production processes, administrations, computers, etc.
<b>Serious physical injury</b>	Damage to health that within 24 hours of the event leads to hospitalization for observation or treatment or that may reasonably be assessed as permanent. Furthermore, mandatory reporting to the Labour Inspectorate via the Safety Officer.
<b>SIGMAs</b>	Snel inzetbare groepen ter medische assistentie (Quickly deployable groups for medical assistance).
<b>WRZO</b>	Wet Rampen en Zware Ongevallen (Disasters and Serious Accidents Act).

**Important telephone numbers: in the separate Appendix to the HTC General Overall Emergency Plan.**

= INF614 (security)

**Important Crisis Team documents:**

- HTC Overall Emergency Plan
- Crisis management (list of Crisis Team members and telephone numbers)
- Crisis Team job description
- HTC buildings evacuation plan
- ERT Manual
- Logbook crisis.xls (registration formula)
- Strategy diagrams (Via Contenz)
- SME procedures (via Security SharePoint)