



STICHTING STUDENTEN ACTIVITEITEN

Staff-office document

STICHTING STUDENTEN
ACTIVITEITEN
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Staff office document
Version 2

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Preface

The staff office document is drawn up by the Stichting Studenten Activiteiten (SSA) and it is intended for the Hanze UAS organisations of Hanzehogeschool Groningen (HG). The purpose of the staff office document is to inform the Hanze UAS organisations about the facilities within the staff office. Among other things, this will support the collaboration. The sub-objective of the staff office document reads as follows:

'The SSA will inform the Hanze UAS organisations about the facilities within the staff office through a document, this will be distributed before AVO three via email. This document will be presented during AVO three and finalised during AVO four.'

This document is drawn up with information from conversations with the staff office. The staff office that are incorporated in this document are: Staff office Marketing & Communication, Staff office Education and Research, Staff office Financial Economic affairs, Staff office Computerisation and the Facility company. For each staff office, there is a description of what they can do for the Hanze UAS organisation. The Staff office Human Resources relates to HG employees and is not included in this document.

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1. Staff office Marketing & Communication

The Staff office Marketing & Communication (M&C) will first be generally introduced, after which we will discuss the facilities for the Hanze UAS organisations. The facilities are: posting agenda items, using the HG company style and the social media. Finally, the most important contact information is shown.

1.1 General information

The staff office M&C is responsible for the development of marketing and communication of the HG and for all the associated activities. M&C is engaged in strengthening the image, building relation networks and acquiring national and international students. M&C consists of the following products and/or services:

- Communication The communication part is mainly addressed to the employees of the HG.
- Events The events that are being organised include: the open days, information evenings, minor fairs and relation evenings.
- Online media M&C manages the website and all other forms of social media of the HG.
- Marketing Acquiring part-time, full-time, international students and trainees. This also includes the National Student Survey.
- Relationship management Relationship management includes the HanzeCRM system. This stands for Customer Relationship management. The purpose is to provide facilities for the current ambitions of the HG.
- Study program advice Here you can find information material and there is an overview of school information.
- Company style This contains everything related to the company style of the HG.

1.2 Facilities for the Hanze UAS organisations

1.2.1 Posting agenda items

When organising an event or meeting, it is possible to put this on the corporate agenda of hanze.nl. The agenda item can be made visible for all employees, students or externals. The application is made by filling in a [form](#). Subsequently, the application will be handled by the team Nieuwemedia. You can find the form by entering 'Agendaberichten plaatsen(posting agenda items)' in the search function of hanze.nl.

1.2.2 HG company style

The HG has their own company style that everyone can use. Think of icons, stamps, banners and all [logos of the HG](#). If you want to have the logo printed on something, you can best use [.eps logo's](#). The abbreviation FC/CMYK stands for Full Color and Cyan, Magenta, Yellow and Key (black). RGB stands for red, green and blue and is used primarily for monitoring. In addition to the logos, the HG also developed its own [PowerPoint template](#), [Word template](#) and stationery. This is available for everyone. You can find the logos of HG by entering 'logo's van de HG(logos of HG)' in the search function of hanze.nl.

1.2.3 Social media

The HG is very active on the various social media platforms, nationally as well as internationally. The Dutch social media consists of: Facebook, Twitter, Instagram,

LinkedIn and YouTube. You could use these platforms on behalf of your association. To do so, you can contact the Social Media Team, see details below. Every activity will be evaluated by the team. Note that not every activity will be promoted.

Social Media Team

- Nynke van Dijk n.van.dijk@pl.hanze.nl

The international media is managed by the International Student Team, which consists of current students of the HG. The communication is not only in English, but also in Chinese, Russian and Latvian. For the English students, we use Twitter, Facebook, LinkedIn, YouTube, Instagram and Pinterest. The non-English students are reached via Vkontakte, Draugiem, Renren and Weibo. These are various social media platforms that are used by non-English people.

1.3 Contact information

Here you can find the address of M&C. The opening hours are the same as the opening hours of Zernikeplein 7.

Hanzehogeschool Groningen
Stafbureau Marketing & Communicatie
Zernikeplein 7, 8th floor
9747 AS Groningen

2. Staff Unit Financial Economic Affairs

The Staff office Financial Economic Affairs (FEZ) will first be generally introduced, after which we will discuss the facilities for the Hanze UAS organisations. The facilities include: using the mobile payment terminal, obtaining insight in the educational plan, insight in the exam periods and informing exam offices. Finally, the most important contact information is shown.

2.1 General information

The Staff office FEZ consists of different teams: Control, Financial Administration and Student Administration. The purpose of Staff office FEZ is providing expert support to the management of the HG. This is done in the field of financial policy and in using the resources efficiently and effectively. The FEZ also takes care of the financial administration and the enrolment and de-enrolment of students, i.e. student administration. Lastly, FEZ takes care of the planning and organising the (written) exams. FEZ consists of the following products and/or services:

- Financial Administration The insurance policies of the HG are described here, among other things.
- Ledger Here you can find the chart of accounts of the HG.
- Creditors Here you can find declaration forms in case you performed duties for the HG without being employed.
- Debtors Here you can find the tuition fees, payment details of the HG and invoice orders.
- Systems This includes the OSIRIS program. This program is used by students for enrolments for education, exams and minors.
- Student administration Here you can find everything about the enrolment and de-enrolment of the student.
- Exam office Here you can find everything about the exams: schedules, locations, terms and more.

2.2 Facilities for the Hanze UAS organisations

2.2.1 Insurances

Within the HG, various [insurances](#) are concluded for employees as well as students. Students are insured by travel insurance, meant for the orientation week or organised group trips, for instance. The names of the students must then be passed on to the FEZ by the HG. You can find the insurances by entering 'Verzekeringen binnen de Hanzehogeschool(insurance within the HG)' in the search function of hanze.nl.

2.2.2 Using the mobile payment terminal

The FEZ has one mobile payment terminal and it can be used for orientations, excursions or events. It is intended for transactions deposited in the HG bank account. With this, the HG aims to discourage constant cash flows. If you want to use the mobile payment terminal, you must reserve it through an [agreement form](#). This form needs to be filled in and signed beforehand. You can find the mobile payment terminal by entering 'mobiel pinautomaat (mobile payment terminal)' in the search function of hanze.nl. Reservations and insurances of the terminal are regulated by the following contact person:

Sjoerd Zandvoort
 Zernikeplein 7, room C1.06
 050-5955564
s.zandvoort@pl.hanze.nl

2.2.3 Annual educational plan

The FEZ also makes the [annual educational plan](#) available. This plan is drawn up by the Executive Board (CvB) and the representative advisory board (HMR) has agreed to it. The annual educational plan is easy to use while making your own annual plan. Among other things, the vacations and other public holidays are displayed in a distinct way. You can find the annual educational plan by entering 'onderwijsjaarplanning (annual educational plan)' in the search function of hanze.nl. If you have questions about the annual educational plan, you can contact:

050-5955521

secretariaatfez@org.hanze.nl

2.2.4 Exam periods

Here you can find the [exam periods](#) that are observed by most institutes. This is also useful when you are making your own annual plan. You can find the exam periods by entering 'tentamenperiodes (exam periods)' in the search function of hanze.nl.

2.2.5 Exam office

The exam office deals with planning and organising the written exams that are offered in the Van OlstToren, Wiebengacomplex, Marie Kamphuisborg, Van Doorenveste and Brugsmaborg. If you organise an activity where sound or other inconveniences might be an issue, you can pay a visit to the exam office to prevent complaints. You can find the contact information of the exam office below:

Zernikeplein 7, room A0.19

050-5953590

Tentamenbureau.hg@org.hanze.nl

Mondays to Fridays: 08.00-16.30 hrs

2.3 Contact information

The address of the FEZ is as follows:

Hanzehogeschool Groningen
Stafbureau Financieel Economische Zaken
Zernikepark 4, first floor, left wing
9474 AN Groningen

Contact information secretariat

050-5956085

secretariaatfez@org.hanze.nl

On Fridays, the secretariat is available till 12:30 hrs.

3. Staff office Computerisation

The staff office Computerisation will first be generally introduced, after which we will discuss the facilities for the Hanze UAS organisations. One of these facilities is borrowing audio visual equipment. The ICT Support center can also help answer questions about computerisation. Finally, the most important contact information is shown.

3.1 General information

The staff office Computerisation makes sure that the services with regard to information technology (IT) are kept up to date and that they are being developed. Computerisation is divided in four different teams: Services, Exploitation, Modernisation and HanzeMediatheek. The Services team includes the ICT Support center, the help desk, service management, field service and audio visual services. Their tasks include incident resolution, replacing pc's and phones, the loaning of AV equipment and so on. The Exploitation team manages all ICT services that the HG offers their students. This includes the applications, databases, servers and network infrastructure. The Modernisation team maps out the internal and external developments in relation to the information supply. Finally, the team from the HanzeMediatheek provides information and advice in the broad field. Computerisation consists of the following products and/or services:

- Access and email Here you can request secured access or you can request a new email address.
- Customised IT Here you can find extra calculating or storage capacity, for example.
- Audio visual services Computerisation lends, among other things, audio visual means, it has supervision over the digital screens and the blackboards and it manages the information screens.
- Printing Everything about printing, scanning and copying at the HG.
- Software At computerisation, you can buy and install software.
- Storage Here you can find everything about the data storage.
- Telephony Information about international calling or Internet plans, mobile and fixed telephony.
- Work station Everything about computer accessories, desktops, laptops and tablets.

3.2 Facilities for the Hanze UAS organisations

3.2.1 Borrowing audio visual equipment

For an activity, you can use audio visual equipment. You can borrow audio visual equipment by filling out a [reservation form](#) at the Helpdesk on Zernike Campus or the Wiebengacomplex. In addition, some audio visual equipment can be placed somewhere temporarily. In order too borrow AV equipment, visit informatisering.topdesk.hanze.nl →reservations → reserve AV equipment.

The equipment that can be reserved:

- Video projector: Includes projector screens and power with a resolution of 1280 x 800 pixels. You can connect your laptop to the projector via HDMI and VGA screen cables.
- Photo camera: The model is the Panasonic DC TZ18 with 16x zoom, 14.1 megapixels and 8 GB memory. Some older models are also available.
- Cables:
 - Screen cable (VGA)

- Screen cable (HDMI)
- Internet cable
- Sound cable (3,5mm jack)
- Headphone: There are several headphones available, some with microphone.
- USB mouse: You can borrow this easily at the Helpdesk.
- Pointer: A wireless Logitech pointer with a red laser beam with a range of 15 meters. Please note, the laser beam does not work on Prowise screens.
- Lapel microphone: You can attach this to the (Q4 Zoom) video camera or voice recorder.
- Tripod: There are big and small tripods available for video and photo cameras.
- Webcam: Can be used for videocalls with Skype for Companies. It has a full HD video (1080p).
- Meeting microphone: The Jabra Speak 510 MS can be attached to Bluetooth and USB.
- Video camera: The Q4zoom video camera can record Full HD (1080p,25 frames per second). Depending of the quality you can record about 1-3.5 hours.
- Voice recorder: With 2GB, you can record around 493 hours. With a full AAA battery, the voice recorder can last up to 37 hours. It also has an easy-to-remove USB connection.
- Catchbox: The catchbox is fun to use but please note that you can only be requested it by an employee of the HG.

The prowise screen, speaker with microphone and the catchbox are only available in the provided rooms.

3.2.2 ICT Support center

At the ICT Support center, you can find [frequently asked questions](#) on: access, email, agenda, computers, data storage, websites, online applications, network, printing, copying, scanning, telephony and audio visual services. You can also [file a report](#) on these subjects. To take a look at the frequently asked questions, go to hanzeinf.topdesk.net → Frequently asked questions. To file a report, go to → File a report.

3.3 Contact information

Counter

Adress: Zernikeplein 11, room A0.13 and Petrus Driessenstraat 3, room E0.17

Phone number: 050-5954566

Email: ict.supportcenter@org.hanze.nl

4. Facility Company

The Facility Company (FB) will first be generally introduced, after which we will discuss the facilities for the Hanze UAS organisations. The facilities include: ordering products and catering, repairs and cleaning facilities. In addition, there is information about service points, the events agency, the Hanzeshop, schedule offices, providing first aid and Emergency Response (BHV), and emergency numbers are displayed. Finally, the most important contact information is shown. The organisation chart is added as appendix 1.

4.1 General information

The FB is the largest and most versatile organisational unit of the HG. The purpose of the FB is supporting education and research within the schools. This is done by providing services and products in areas like: housing, facility management, student facilities and purchases. The FB consists of the following products and/or services:

- Products Products that can be purchased are for example: flowers, office supplies, nameplates and more.
- Services The services that are provided by the FB are for example: catering, transportation and cleaning.
- Purchases/contracts This department is responsible for the contracted facility, construction and installation services and the power management.
- Events/meetings Here you can find applications to convert a room for a specific period of time, for instance.
- Facilities For instance: service points, events agency, Hanzeshop and the schedule offices.
- Employees Here, employees can request their work stations.
- Transportation Here you can find everything on parking, bike parking places, hiring cars and reserving service bikes.
- Students Here you can find information about the ACI, internship and graduation documents and financial support.
- Rights and duties You can go here with complaints about the FB.

4.2 Facilities for Hanze UAS organisations

4.2.1 Ordering products

If your association has a budget code, some products can be ordered through the HG. For a special occasion, you can order [flowers](#), for instance. You can also request a [name plate](#) for your office and an [extra office key](#). Furthermore, you can rent a safe or locker for a deposit of €30,-. If your association does not have a budget code, this can be arranged by the dean or team leader of your institute. If you would like to order this service, go to: uivoering.topdesk.hanze.nl → Order a product or service immediately.

4.2.2 Catering

You can order [catering](#) through the HG for meetings, gatherings, socials, lunches, etc. The catering can be done during the opening hours of the canteen of the corresponding building. To order this service, go to: uitvoering.topdesk.hanze.nl and enter 'Catering bestellen(order catering)' in the search function.

4.2.3 Repairs

The FB takes care of repairs and minor maintenance. If, for instance, your office has a broken wall socket, you can file a [report](#) about this. To order this service, go to uitvoering.topdesk.hanze.nl and enter 'reparaties(repairs)' in the search function.

4.2.4 Cleaning

All buildings of the HG are cleaned by cleaning agency GOM. This cleaning agency cleans in accordance with the predetermined cleanliness standards. This means that they clean all the dirty spaces and leave the clean spaces be. If you organise an activity that needs extra cleaning afterwards, you can request this through a [cleaning request](#). To order this service, go to: uitvoering.topdesk.hanze.nl and enter 'schoonmaak(cleaning)' in the search function and click on 'een schoonmaakverzoek aanvragen(request cleaning)'.

4.2.5 Service point

The service point is the central complaints centre for almost all wishes, complaints and comments in the facility area. If an activity or event takes place inside a building, the employees of the service point have the right to call something off or call people to order. It is therefore very important to sufficiently inform the corresponding service point when you are organising something. A good relation with the service point will always be a good thing for the association. You can also go there if you have questions, if you want to report defects and malfunctions or if you lost items. You can find all the contact information of the service points of the HG in appendix 2.

4.2.6 Events agency

The events agency coordinates facility services when an event is organised at the HG. The services of the events agency are currently offered at the following locations on Zernike Campus:

- Zernikeplein 7, Van OlstToren and BrugsmaBorg
- Zernikeplein 11, Van DoorenVeste
- Zernikeplein 17, Willem-Alexander Sportcentrum
- Zernikeplein 23, Marie KamphuisBorg
- Zernikelaan 17, EnTranCe

You can also call the Events agency when you want to rearrange a room temporarily. We are talking about the following rooms:

- | | |
|-------------------|----------------------------------|
| - Zernikeplein 7 | Appel, D2.32, B0.00, E0.25/E0.26 |
| - Zernikeplein 11 | Great hall |
| - Zernikeplein 17 | Sports hall (use of bleachers) |
| - Zernikeplein 23 | Do.05/Do.10 and De Brink |

You can only request a rearrangement of the appel, great hall and other lecture halls at the service points. Bear in mind that you schedule time before and after the activity (about 1.5 hrs). Appel will not exist anymore after week 25, a new congress hall will take its place in September 2021. When you organise an activity, it is useful to follow the procedures, see appendix 3. In the appendix you will find information on the events form, halls and rooms, facility means and costs. While organising an event, it is very important to follow and comply with the checklist, see appendix 4.

4.2.7 Hanzehop

The Hanzeshop is the campus store for digital reproduction of documents, office supplies, Fairtrade and third world aid shop items, and HG promotion items. You can have various promotion materials be produced in the Hanzeshop. It is customary to provide a budget code when you do this. If you do not have a budget code, you will have to pay on the spot.

4.2.8 Schedule offices

The core task of the Schedule office is to provide complete and accurate schedules for the schools and the students. As a result, students, employees and schools can focus fully on the education. If you would like to reserve a (class)room that you cannot reserve through WebRoomBooking (WRB), you can go to the Schedule office. If you want to add an activity to the schedule, you can go to the planner of the Schedule office. It helps to bring a teacher along, this gives more conviction. Planning two or three periods ahead often gives you more chance to get a day off of classes in the schedule, because the planners will work on the schedule of period three in period one. We also highly recommend that the current board already fixes a symposium or a congress for the next board. A day off of classes will also lead to a better turnout.

4.2.9 Providing first aid and Emergency Response (BHV)

Every building of the HG has a Company Emergency Response organisation and a number of other facilities that make it possible to provide first aid in a quick way. There is a first-aid kit located at the service point and the staff can provide basic first aid.

4.2.10 Emergency numbers

Every building of the HG has their own ten-digit emergency number, see appendix 5. With this number, you can call both internally and externally. This number can be used in case of a small emergency or small incident. The number leads to the Service point of the corresponding building. The Service point can take immediate action from there.

Always call 112 first when someone's life is in danger or when you are witnessing a crime such as a burglary, theft, murder or violence.

4.3 Contact information

Events agency

Adress: Zernikeplein 7, room To.07
Phone number: 050-5852400
Email: e.evenementenbureau@org.hanze.nl

Hanzeshop

Adress: Zernikeplein 7, room A0.01
Phone number: 050-5956700
Email: campuswinkel@canon-bs.nl

Schedule office

Email: roostering@org.hanze.nl

Appendix 1: Organisation chart Facility Company

Facilitair Bedrijf Directeur Ciska Bakema(wnd.)	Facility Company Manager Ciska Bakema(observing)
Advies en Ondersteuning Martin van Hoek Jenny van Bruggen Johan Hoekstra en Janine Brons	Advise and assistance Martin van Hoek Jenny van Bruggen Johan Hoekstra and Janine Brons
Vastgoed en Huisvesting Corrie Eriks (wnd.)	Real estate and Housing Corrie Eriks (observing)
Leveranciers management Simon Snapper	Supplier management Simon Snapper
Uitvoering Inge Saelen (wnd.)	Execution Inge Saelen (observing)
Vastgoedprojecten Alexander Daems	Real estate projects Alexander Daems
Studentenzaken Nynke Beintema	Student Affairs Nynke Beintema
Management Ondersteuning Inge Saelen (wnd.)	Management Assistance Inge Saelen (observing)
Locatie teams Inge Saelen (wnd.)	Location teams Inge Saelen (observing)
Roostering Evenementenbureau Procesmanagement Rudy de Vries	Scheduling Events agency Process Management Rudy de Vries
Cluster Energie: Van DoorenVeste, HIT Assen, Entrance, EAE+Campus (incl. parkeren en logistiek) Gina de Bruin	Energy cluster: Van DoorenVeste, HIT Assen, Entrance, EAE+Campus (including parking and logistics) Gina de Bruin
Cluster Ondernemerschap: Van Olstoren, Brugsmaborg, Start Up City, Zernikepark 2+4 en Meerwold Brand Bos	Entrepreneurship cluster: Van Olstoren, Brugsmaborg, Start Up City, Zernikepark 2+4 and Meerwold Brand Bos
Cluster Healthy Ageing: Harold: MKB, WBC en WAS (HRM, klant en services) Wim: bovenstaande locaties voor onderhoud Wim: locatie Health Hub Roden en Aclo Harold van Ernst (wnd.) en Wim v.d. Zee	Healthy Ageing cluster: Harold: SME, WBC and WAS (HRM, customer and services) Wim: locations above for maintenance Wim: location Health Hub Roden and Aclo Harold van Ernst (observing) and Wim v.d. Zee
Cluster Kunsten: Nikolet: Academie Minerva (Zuiderdiep, Praedinius en Ulgersmaweg) en PCC (Veemarkstraat en Radesingel) Wim: Popacademie, Lucia Martas Groningen en Amsterdam en studentwerkplekken binnenstad Nikolet Wit en Wim v.d. Zee	Arts cluster: Nikolet: Minerva Academy (Zuiderdiep, Praedinius and Ulgersmaweg) and PCC (Veemarkstraat and Radesingel) Wim: Pop academy, Lucia Martas Groningen and Amsterdam and student workplaces in the town centre Nikolet Wit and Wim v.d. Zee

Bureau Klachten en Geschillen Jennifer Knip	Complaints and Disputes Office Jennifer Knip
International Service Desk Nynke Beintema	International Service Desk Nynke Beintema
Sportcentrum RUG & HG Hendrike Schut	Sports Center RUG & HG Hendrike Schut
Profileringsfonds Eugenie van Olffen	Profiling fund Eugenie van Olffen
Medezeggenschap Nynke Beintema	Participation Nynke Beintema
Decanaat Nynke Beintema	Deanery Nynke Beintema

Appendix 2: Contact information service points

Service point Van OlstToren/BrugsmaBorg

Location: counter central hall Van OlstToren & room To.01
Phone number: 050-5952700
Email: servicepunt.zp07@org.hanze.nl
Opening hours: Monday to Friday 08:30-17:00

Service point Van DoorenVeste

Location: front desk central hall – Ho.19
Phone number: 050-5954500
Email: servicepunt.zp11@org.hanze.nl
Opening hours: Monday to Friday 08:00-17:00

Service point Willem-Alexander Sports center

Location: front desk central hall – A1.02
Phone number: 050-5953750
Email: servicepunt.zp17@org.hanze.nl
Opening hours: Monday to Friday 08:00-23:00

Service point Marie KamphuisBorg, including Zernikepark 2&4

Location: front desk central hall – M0.02
Phone number: 050-5953200
Email: servicepunt.zp23@org.hanze.nl
Opening hours: Monday to Friday 08:00-17:00

Service point Wiebenga

Location: room B0.01
Phone number: 050-5954900
Email: servicepunt.wbc@org.hanze.nl
Opening hours: Monday to Friday 08:00-17:00

Service point Minerva Academy Zuiderdiep

Location: entrance A0
Phone number: 050-5951210
Email: servicepunt.minerva@org.hanze.nl
Opening hours: Monday to Friday 08:00 – 17:00

Service point Minerva Academy Praedinius, including Academy of Architecture (Zuiderkruipen) and the Frank Mohr institute

Location: central hall ground floor
Phone number: 050-5951255
Email: servicepunt.prae@org.hanze.nl
Opening hours: Monday to Friday 08:30 – 17:00

Service point Prince Claus Conservatoire, including Singelhuis (Radesingel) and Dance academy

Location: front desk central hall Meeuwerderweg 1
Phone number: 050-5951301
Email: servicepunt.pcc@org.hanze.nl
Opening hours: Monday to Friday 08:30 – 17:00

Service point Institute of Engineering (Assen)

Location: room 0.02
Phone number: 050-5957650
Email: servicepunt.hit@org.hanze.nl
Opening hours: Monday to Friday 08:00 – 18:00

Service point Pop Academy (Leeuwarden)

Location: -
Phone number: (058) – 2921667
Email: servicepunt.popacademie@org.hanze.nl
Opening hours: Monday to Friday

Service point Meerwold

Location: central hall
Phone number: 050-5957300
Email: servicecentrum@org.hanze.nl

Service point Entrance

Location: central hall
Phone number: 050-5956500
Email: servicepuntentrance@org.hanze.nl

Appendix 3: Procedure for organising an event/activity

1. General information

It is important for the Events agency and the Service point to have one contact person within the study associations. To make the event or activity run as smoothly as possible, it is very important to fully inform the Events agency or the Service point.

2. Event or activity

Something is considered an event when there are more than 50 people present or when you need more than two sub-services. Sub-services are: facility service, AV-media, catering, cleaning service, flowers, leasing company and parking management. If this is not the case, something is considered an activity.

3. Event form

When you are organising an event, you must fill out the [event form](#) as complete as possible. The programme needs to be submitted. The Events agency or the Service point will process the form and the requester then gets a confirmation of the request by email. The wishes on the Event form will be adapted by an employee of the events agency so the sub-services can be informed. The contact person will receive an email with a copy of every change, the name of the employees of the Events agency is always listed on the confirmation.

Please note! All wishes and information needs be final not later than 5 days before the event or activity. The events agency and Service point cannot guarantee that wishes or requests can be observed by the sub-services after the deadline.

4. Halls and rooms

The events agency manages the great hall in the Van DoorenVeste and the appel in the Van OlstToren. These two rooms can be requested by an email to evenementenbureau@org.hanze.nl. It is important to mention the following information: name study association, name and phone number of the contact person and when you need the room (date and time). If the requested room is available, you will get a confirmation of the booking by email. Other halls and rooms can be booked at the Schedule office of the relevant location.

The appel always has a cinema arrangement with 350 seats and the great hall has a seating arrangement with 96 seats. If you would a different arrangement, you need to indicate this on the Event form and you need to take the changing time into account. This is three hours before and after for the appel and two hours before and after for the great hall. Please note! In connection with the planning of the facility services, it is possible that you will have to convert the rooms yourself, and return everything to the standard set-up afterwards.

5. Events outside on Campus

For large event outside on Campus, an event permit must be requested at the municipality of Groningen. This must be in consultation with the Events agency.

6. Facility resources

The Events agency coordinates the facility resources on campus. The Service points of the Wiebengacomplex, Prins Claus Conservatory, Minerva and the Pop academy in Leeuwarden, Institute Engineering Assen and Meerwold coordinates the events on their respective locations.

7. Costs

The costs of certain services will be passed on, for instance the presence of AV-media (if after 17:00 hrs), additional cleaning (outside of the regular cleaning), flowers, catering, rental equipment. To pass on the costs, you need a budget code or invoice address of the study association. If costs will be passed on, the study association will be informed of this and the association will be asked to agree with an offer. Without this agreement, the service will not be supplied.

Appendix 4: Safety check-list for events

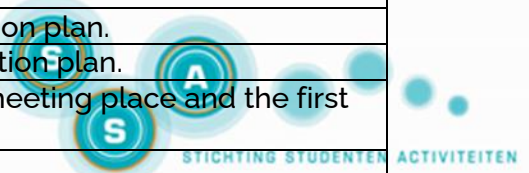
No.	Subject	Agreed	Not agreed	N/A	Comments/details
1.	Responsibility				
a.	All parties have been demonstrably reminded of their respective responsibilities.				
2.	License/permission				
a.	The organising of events is laid down in the environmental or users permit – or notification of the location.				
b.	The organising of events is not laid down in the environmental or users permit of the location; an environmental permit from the municipality is required, requested and received.				
c.	The manager of the building has given permission for the event.				
3.	Keeping the area clear				
a.	Routes must be kept clear for external assistance services.				
b.	Parking locations for assistance vehicles must be kept clear.				
c.	Fire hydrants and water extraction points must be kept clear.				
4.	Escape routes and emergency exits				
a.	Evacuation plans must be visible at all times.				
b.	Escape routes and emergency exits must be free of obstacles.				
c.	Emergency exits cannot be closed.				
d.	The doors of emergency exits turn in the escape direction.				

e.	There is enough free space on the outside of the emergency exits.				
f.	The free space on the outside of the emergency exits is lit.				
5.	Transparent screens and emergency lights				
a.	Transparent screens and emergency lights must be free of upholstery or decoration.				
b.	Transparent screens must be permanently lit.				
c.	The function of the emergency lights has been tested and approved by the HG.				
6.	Fire extinguishers				
a.	Fire hose reels and small extinguishing agents are placed throughout the HG and/or they are marked with a pictogram.				
b.	Fire hose reels and small extinguishing agents are checked and approved by the HG (maintenance label).				
c.	Fire hose reels and small extinguishing agents are free and remain free of obstacles.				
7.	Upholstery/decoration				
a.	The decoration is not easily inflammable.				
b.	Impregnation with fire retardant agents is ready at least 24 hours before the start of the event.				
c.	Decoration is placed at least 2.50 metres above the ground.				
d.	Horizontal decoration is underpinned with metal wire at intervals of no more than 35 cm or it is underpinned with metal wire in two directions				

	with a mesh size of no more than 70 cm.				
e.	Upholstery and decoration are kept free of heat or heat-emitting equipment.				
f.	Curtains in or in front of an entrance must turn with the doors and they cannot block the opening of the doors.				
g.	Balloons are filled with non-flammable gas.				
h.	The floor covering is installed in such a way that it cannot shift, curl or roll up.				
i.	The floor covering will not cause any slipping, stumbling or falling.				
8.	Set-up plan				
a.	There needs to be at least 40 cm of free walking space between the rows of chairs.				
b.	The chairs are coupled or fixed to the floor in such a way that they cannot shift or fall in case of jostling.				

c.	A row of chairs that can only be exited on one side has no more than 8 seats.
d.	A row of chairs that leads to an aisle or an exit has no more than: - 16 seats, if the free space between the rows is <45 cm; - 32 seats, if the free space between the rows is >45 cm; - 50 seats, if the free space between the rows is >45 cm, and if there is an exit on both sides of the row with a minimum width of 1.10 cm.
e.	The space is designed so that: - 0,25 m ² of the floor space remains available for each person without a seat; - 0.30 m ² of the floor space remains available for each person with a seat that cannot shift or fall in case of jostling. - 0,50 m ² of the floor space remains available for each person with a seat that can shift or fall in case of jostling.
f.	If the free floor space per person is less than 0.50 m ² , all objects are placed in a way that they cannot shift or fall in case of jostling.
g.	Stands/stalls/shelves/podiums and other design features
a.	For stands, stalls, podiums and other design features, only non-flammable materials and/or materials with a low fire transmission velocity are permitted. Wooden materials such as, hardboard, plywood, chipboard etc. with a minimum thickness of 3.5 mm are considered materials with a low fire transmission velocity.
b.	The aisles between stands, stalls, shelves, podiums and other design features have a width of at least 1.10 meters.
c.	In front of the (emergency) exit of a space with stands, stalls, shelves, podiums and other design features, there is free floor space with a length and width of at least the width of this (emergency) exit.
d.	It is forbidden to use trampolines, bouncy houses and other big objects inside for pleasure.
e.	It is forbidden to move, remove, or shift furniture without consent of the manager of the building.
f.	Smoke and foam machines are not allowed inside.
10.	Waste
a.	Waste bins and/or wastepaper bins are made from non-flammable materials. The rubbish bins have a flame extinguishing lid.
b.	Waste is collected in safely positioned lockable containers, made of non-inflammable materials.
c.	Waste bins are emptied regularly.
11.	Electricity
a.	Electrical equipment is installed by a skilled person and it is fused.
b.	Cables and strings lying on the floor are taped in such a way that tripping and/or falling is prevented.
c.	Only approved (CE marked) equipment and installations are applied.
d.	In order to avoid burdening the grid, always mention the number of equipment/installations, for instance pc's/laptops.
12.	Gas cylinders
a.	Gas cylinders are fixed (including carbon dioxide!).
b.	Gas cylinders are connected professionally.
c.	Setting up temporary installations with gas cylinder in a small space creates a risk of suffocation and/or a risk of explosion. This risk must be considered. Ask the location manager.
13.	Open fire
a.	The use of open fire inside, including (tea light) candles etc. is forbidden.
b.	For candles, only electrical imitations are used.
c.	Barbecues are placed outside in the open air.

d.	There is a fire extinguishing agent (e.g. dry sand/water) available close to the barbecue.
e.	The heating of e.g. food is only allowed with CE approved equipment or 'au bain marie'.
f.	It is not allowed to bake or grill inside. The only exception is a kitchen.
14.	Emergency response team
a.	The HG has installed the emergency number on all phones.
b.	The HG makes sure there is a sufficient number of health & safety officers. The number depends on the risks. For outdoor activities, the guideline is 1 per 50 people present.
c.	The staff/health & safety officers know the evacuation plan.
d.	The staff/health & safety officers tested the evacuation plan.
e.	The staff/health & safety officers know where the meeting place and the first aid station are located.
15.	Order and tidiness
a.	The space(s) is (are) clean and tidy before as well as after the event.
b.	There is no loose stuff that can cause stumbling and/or falling.
c.	There is no inflammable material, behind décor, under the stage etc.
d.	After the event there is a check-up to see if the location is left neat and tidy.
16.	Particular risks
a.	In spaces that need to be darkened, extra measures are taken to guarantee a reasonable orientation during the darkening.
b.	The use of harmful substances, all forms of radiation and biological agents is only permitted in consultation with and after approval of the building manager. This concerns ZP11 and WBC.
17.	Sound/music
a.	It is not allowed to produce sound louder than 70 dB. Performances of DJ's, bands etc. are always in consultation with the building manager. This also applies to the use of sound equipment.
18.	Promotional material
a.	It is not allowed to hang or stick posters, papers, stickers etc. to the walls, windows, doors, on the floor, furniture etc. Only allowed in designated areas. Distributing flyers is only allowed with permission from the building manager.
b.	Graffiti is not allowed.
c.	Commercial activities of third parties are not allowed.
d.	Sales activities by students are only allowed on behalf of charities, and with permission from the building manager.
19.	Catering
a.	It is not allowed to purchase catering from another caterer than the house caterer. Bringing your own food/beverages always goes in consultation with the house caterer. Contract details can be requested.
b.	Selling candy etc. always in consultation with the house caterer.



Appendix 5: Emergency numbers

Building	Service point	Emergency number
Zernikeplein 7 and Brugsmaborg	Van Olsttoren	050-5951161
Zernikeplein 11	Van DoorenVeste	050-5951162
EnTranCe	Van DoorenVeste	050-5951166
Zernikeplein 17	WAS sports center	050-5951163
Plint	WAS sports center	050-5951163
Zernikeplein 23	Marie KamphuisBorg	050-5951164
Zernikepark 2	Marie KamphuisBorg	050-5951161
Zernikepark 4	Marie KamphuisBorg	050-5951161
Meeuwerderweg 2	Prince Claus conservatoire	050-5951165
Radesingel	Prince Claus conservatoire	050-5951165
Akkerstraat 99	Praediniussingel	050-5951174
Rustenburgerstraat	Dance Amsterdam	020-6761370
Zuiderkruipen 19	Praediniussingel	050-5951174
Gedempte Zuiderdiep	Minerva	050-5951175
Praediniussingel	Praediniussingel or Minerva	050-5951174
Achter de Hoven Leeuwarden	Pop academy	050-5951172
Petrus Driessenstraat 3	Wiebengacomplex	050-5951167
Industrieweg Assen	HIT	050-5951171
Meerwold Laan Corpus den Hoorn	Professionals and Companies	050-5951177
Ulgersmaweg	Minerva	050-5951175
Energy Academy Europe	RUG	050-3638050