

Facilitair Bedrijf

# House rules concerning occupational health, safety and the environment



UMC Utrecht

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# Important telephone numbers

The numbers below can also be called internally using the landline phones at UMC Utrecht. Press the last five digits to do so.

Emergency number	088 75 777 77
Internal Fire Department	088 75 666 33
Security at UMC Utrecht	088 75 666 22
Security at Wilhelmina Children's Hospital	088 75 666 26
Buildings Department	088 75 539 90
Energy supply	088 75 571 77
Radiation protection	088 75 518 40
P&O Health	088 75 564 00
Clean building and environment	088 75 719 90
Puncture incidents	088 75 564 00
Hospital Hygiene & Infection Prevention	088 75 565 38
Procurement	088 75 660 00
General telephone number of UMC Utrecht	088 75 555 55

# 1. Definitions and abbreviations

## Contractor

Everyone who performs work on behalf of the facilities department of the UMC Utrecht (including parties/subcontractors engaged on the instructions of the contractor) in or at the locations of UMC Utrecht.

## Facilities department

The organization comprising various clusters that support the primary process at UMC Utrecht. Client Everyone who works for and has been appointed by the facilities department of UMC Utrecht referred to as client/contact in the written order intended for the contractor.

## Abbreviations NL (ENG) Explanation

EV (ES)	Energy supply
B&I (BD)	Buildings Department
IC	Intensive care
DIT (ITD)	Information Technology Directorate
MTKF (MT&CP)	Medical Technology and Clinical Physics
OBS	Interruption of operational assets
OK (OR)	Operating room
PGS (HSPS)	Hazardous Substances Publication Series
SEH (A&E)	Accident & Emergency
UMC	University Medical Center
VWO (SWE)	Safe Working Environment, e.g. Security and Internal Fire Department
WKZ (WCH)	Wilhelmina Children's Hospital
ZHIP (HH&IP)	Hospital Hygiene & Infection Prevention

## 2. General

UMC Utrecht attaches great importance to the safety of people (patients, visitors, staff members, students and third parties) and care for the environment. These House Rules have been adopted by the management team of the Facilities department of UMC Utrecht and are an integral part of the General Procurement Terms and Conditions of UMC Utrecht, and the client provides these House Rules to the contractor who performs work on behalf of UMC Utrecht. All personnel of the contractor (including any subcontractors, suppliers, etc. engaged by the contractor) must strictly follow these House Rules.

**The contractor must inform all persons the contractor deploys as part of the performance of work on behalf of UMC Utrecht about the content of these House Rules\*. Everyone performing work for UMC Utrecht must have a recent certificate of good behavior ( ).**

These House Rules contain rules and conditions that deserve extra attention in view of the specific situations at UMC Utrecht (including with respect to patients and equipment). In most cases, these House Rules complement, but do not replace, the applicable national laws and regulations. The client is at all times entitled to temporarily or permanently modify these House Rules. Failure to comply with these House Rules and national laws and regulations gives the client the right to deny the contractor or the contractor's personnel access to UMC Utrecht without them being able to claim reimbursement. In the event that these House Rules do not provide for specific situations, the contractor must contact the client.

\* These House Rules are subject to change. Always refer to the latest version at [www.umcutrecht.nl/nl/Subsites/Inkoop-en-bouwvoorwaarden/Inkoop](http://www.umcutrecht.nl/nl/Subsites/Inkoop-en-bouwvoorwaarden/Inkoop)

## 3. Liability

*Arising from non-compliance with these House Rules.*

### Injuries, damage and/or losses

- 3.1 Any and all injuries to persons and/or damage to goods caused by the contractor will be recovered from the contractor. The contractor must take out insurance against this.
- 3.2 UMC Utrecht is in no way liable to the contractor for any injuries damage and/or losses incurred by the contractor or its personnel (including any subcontractors, etc. engaged by the contractor).
- 3.3 Any losses arising as a result of the fact that the work must be terminated due to non-compliance with these House rules will be borne in full by the contractor.

**UMC Utrecht cannot be held liable for any damage to or theft or loss of goods belonging to the contractor.**

### Compliance

- 3.4 Compliance with these House Rules will be monitored by the client or a representative thereof and the staff members of the Safe Work Environment (VWO) cluster.
- 3.5 The contractor is responsible for compliance with these House Rules by the subcontractors and auxiliary persons engaged by the contractor.
- 3.6 Any violations discovered by the contractor and subsequent decisions made about these by the client will be communicated to the relevant contractor both verbally and in writing.
- 3.7 Any fines imposed by judicial or supervisory authorities (including the Labor Inspectorate) and any administrative costs charged by the VWO cluster of UMC Utrecht due to the contractor's non-compliance with the drawn-up rules will be payable in full by the contractor. The contractor must pay the administrative costs charged by UMC Utrecht within 15 days after having been informed thereof; if the contractor fails to do so, UMC Utrecht will be entitled to set off these costs.

## 4. General rules of conduct

- 4.1 For all work carried out in the buildings and on the premises of UMC Utrecht, it must be taken into account that patients can be extra sensitive to *noise, odor, vibrations, dust, light, etc.* due to their state of health. If nuisance cannot be prevented, each contractor must properly inform the personnel it deploys beforehand of the measures to be taken. This must be done, also beforehand, in consultation with the relevant client and the VWO cluster. The VWO cluster, Hospital Hygiene & Prevention (HH&P) department and P&O Health department and/or the client are at all times authorized to terminate the work in situations where the safety or health of patients, staff members and/or visitors is or may be endangered. This also applies in the event of nuisance that is more serious than had been agreed in advance.
- 4.2 The contractor will ensure that it deploys *sufficiently trained personnel that have completed training and have diplomas in the relevant profession.* At minimum, the VCA (Safety, Health and Environmental Checklist for Building Contractors) certificate is required. Any deployment of trainees or apprentice engineers takes place under the supervision and responsibility of the contractor and may not have a detrimental effect on the safety and quality of the work. The contractor must always comply with the statutory requirements and standards and any additional requirements set out in the orders or contracts issued by the client.
- 4.3 *Sheds, warehouses, storage facilities, etc.* The use of these facilities at locations within or outside the premises of UMC Utrecht must be agreed and designated in consultation with the client and the VWO cluster. The inspection of these rooms is carried out by the VWO cluster.
- During the work in the buildings or on the premises, no dangerous situations may arise as a result of sand and other pollution. Contractors must keep the supply/removal routes of construction traffic between the main road network and their construction site - including the direct vicinity of their construction site - clean, maintaining a 'broom clean' situation at all times.

- 4.4 *After the completion of work* in the buildings and on the premises of UMC Utrecht, the work and/or storage area, including its surroundings, must be delivered 'broom clean' and in its original condition. The contractor must have this delivery inspected by the client (see also section 4.21).
- 4.5 When working in a hospital, *personal hygiene* requires extra attention because, in the interest of the patients, the aim must be to minimize the spread of pathogenic micro-organisms (see also Chapter 6). *Work clothing* must be clean and intact and meet the safety requirements. The company name of the contractor/employer must be clearly visible. It is not permitted to wear shorts or shoes or to be stripped to the waste.
- 4.6 The contractor's personnel may only use the *staff restaurants* of UMC Utrecht if this is approved by the client. This should be done properly dressed and with clean hands, clothing and shoes.
- 4.7 Any nuisance to users of buildings caused by *exhaust fumes from construction machinery or the processing of volatile substances* (inside and/or outside the buildings of UMC Utrecht) must be prevented. If the use of these machines or substances cannot be avoided, measures must be taken in consultation with the client to prevent that vapors enter the building.
- 4.8 The buildings of UMC Utrecht and the surrounding premises are completely non-smoking. Smoking is not permitted anywhere on the premises.
- 4.9 The possession and/or use of *alcoholic beverages or drugs* is prohibited.
- 4.10 During *work inside and/or outside the buildings*, the construction site or work site must be inaccessible to and sufficiently shielded off from patients, visitors and staff members of UMC Utrecht. Construction sites must be shielded off so that they are not accessible to unauthorized persons. The entrance gates to the construction sites must incorporate a construction cylinder (available from the UMC Utrecht project leader) to allow all UMC Utrecht emergency services to act in emergencies within the construction area.



- 4.11 It is not permitted to use equipment that causes *electromagnetic radiation* (e.g. radiotelephones) and can affect equipment of UMC Utrecht.
- 4.12 The use of *radios, CD players, etc.* on the construction site or work site is not permitted.
- 4.13 The use of *GSM telephones* is permitted throughout the building of UMC Utrecht, except where this is explicitly prohibited. Those areas are identified by prohibition signs. This concerns areas that contain sensitive equipment or where the use of cell phones may cause nuisance to patients and visitors.
- 4.14 It is not permitted to work alone in confined spaces (e.g. technical rooms, shafts, etc.) or when carrying out 'risky' work. See the VCA requirements.
- 4.15 Pets of the contractor are not permitted on the premises or in the buildings.
- 4.16 The contractor is not permitted to supply, store, process or otherwise use asbestos or materials containing asbestos. Due to the presence of asbestos-containing strips in the concrete structure of UMC Utrecht (main building), it is prohibited to drill or carry out machining work in this structure. For instructions, the contractor must consult the client. An asbestos protocol is available. Consult with the client about this. For each discipline (electrical engineering, mechanical, structural, telecommunications and data technology, etc.), additional regulations may apply with regard to installation and disassembly.
- 4.17 The contractor must avoid the use of substances of very high concern. If this is not possible, the use of such substances must be reported to the P&O Health department of UMC Utrecht. The use of materials containing chlorofluorocarbons (CFCs) is not permitted.
- 4.18 When the contractor carries out work at UMC Utrecht, an identification card and keys may be loaned to the contractor, such as at the discretion of the client. It is mandatory to wear the identification card in plain sight. This identification card is linked to an access authorization that may only be used to carry out the work. In the case of loss or careless use, the replacement costs will be charged to the contractor. Any loss of an identification card or keys must be reported immediately to the client. Upon termination of the work, the contractor must hand in the identification card and the keys to the client.

- 4.19 The contractor's personnel may only be present at the site(s) where the work requires their presence. They must enter and leave these sites via the routes designated for this purpose by the client.
- 4.20 The contractor may only use the *sanitary facilities* in the buildings that have been designated for this purpose by the client.
- 4.21 *At the end of the working day*, the contractor must ensure that the work site, and in particular its surroundings, such as public areas and corridors, are left behind dust-free and tidy. Materials, waste, tools, gas cylinders, etc. may under no circumstances be left behind in the aforementioned public areas and corridors.
- 4.22 *The storage of goods, materials, tools, waste, etc.* in or on the technical layers/shafts is not permitted, except if this has been approved by the VWO cluster.
- 4.23 *The priority power supply* (e.g. red sockets) may never be used to connect electrical equipment of the contractor.
- 4.24 *Taking pictures or filming* inside the buildings and on the premises of UMC without prior approval is not permitted. *Publishing information about work* carried out on behalf of UMC Utrecht without prior approval for the publication is not permitted.
- 4.25 *All goods and materials that are left over as a result of work* are the property of UMC Utrecht and must be offered to the client to assess whether they can be reused.
- 4.26 Persons who are caught in the act of committing *illegal activities* will be immediately handed over to the police. Such persons may be denied access to UMC Utrecht for this reason.

## 5. Carrying out work during hospital rest periods

- 5.1 In connection with patient rest periods, no work that causes vibration and noise nuisance may be carried out within the existing building before 08:00, during the afternoon rest periods (this depends on the departments nearby) and after 18:00. The contractor should contact the client about this.
- 5.2 Outside the existing building, contractors may perform work on working days between 07.00 am and 18.00. Before 08.00 and after 18.00, no work may be performed that causes vibration and/or noise nuisance. Any deviation must be requested from the VWO cluster (through the UMC Utrecht project leader) at least one week in advance. Other time frames apply for transport times to and from the construction site, see the area rules in appendix 1.

## 6. Special work procedures for working in/near risk-sensitive areas

- 6.1 Infection-sensitive areas, such as: OR complex, IC rooms, laboratories, nursing wards, etc., may normally only be accessed by authorized personnel. If work in or near these areas is necessary, this must first be discussed with the client. The contractor must be aware that these areas may pose a risk of infection to its personnel and to patients, visitors and staff members of UMC Utrecht. In these areas it is mandatory to make adjustments in line with the rules of conduct and safety rules, such as wearing area-specific clothing and/or personal protective equipment. Special safety protocols are available for this purpose.
- 6.2 Special hygiene codes apply. The department head responsible for the relevant area(s) will at all times be authorized to deny the contractor access to areas to which such codes apply. In that case, the contractor must immediately contact the client.
- 6.3 In the Psychiatric department, special measures must be taken when carrying out work. For example: not working on your own, not leaving any tools and materials unattended or in plain sight, etc. Consult the client about this before starting the work.

### Operations with or near radiation sources

- 6.4 Operations with sources of ionizing radiation (sealed sources, open radioactive substances, X-ray equipment, etc.) are prohibited, except if this has been approved by the radiation expert of the Radiation Protection department of UMC Utrecht.
- 6.5 Work in the vicinity of radiation sources (identifiable by the symbol for radioactivity) is only permitted with prior approval from the person responsible for this at the Radiation Protection department of UMC Utrecht.

## Working on installations

- 6.6 No work may be carried out on installations without express approval from the client and the VWO cluster.
- 6.7 The contractor is not permitted to interrupt the availability of operational assets (electricity, water, gases, etc.) on its own initiative. The contractor must act in accordance with the procedure of UMC Utrecht for the interruption of operational assets (Onderbreking Bedrijfstoffen (OBS)). The contractor must contact the client for this purpose.
- 6.8 Starting work on installation components that cannot be completed on the same day is not permitted on a Friday or on any day preceding a national holiday.

### Attention!

**The contractor must realize that work on installation components can have serious consequences for the hospital's operational process. The contractor must contact the client about this at least one week in advance. In the event of unforeseen or emergency situations, the client must be informed immediately.**

# 7. Safety rules

*With regard to work by contractors in the buildings and on the premises of UMC Utrecht.*

## 7.1 In the buildings

- a) *Before carrying out work on exhaust systems such as air ducts in laboratories, laminar air flow cabinets, fume hoods, etc., the contractor must first contact the client at UMC Utrecht in connection with possible health risks.*
- b) *It is not permitted to use **fire hose reels** for the purpose of carrying out work, nor is it permitted to make a temporary water connection without approval from the client.*
- c) *It is **strictly prohibited to open ceiling boards of medical departments without prior consultation with and consent from the department heads.** Opening and closing ceilings in public areas, corridors and medical departments always requires prior consultation with the client. **The ceilings must be closed at the end of every working day!** Fire alarms, emergency lighting, emergency exit signs, etc. must be carefully installed again. Gloves should be used when removing or re-installing ceiling panels.*
- d) *Upon the **definitive completion of major building project work, the ceiling may not be closed** until the VWO cluster and the client have approved this.*
- e) *Floor recesses must be properly closed (in accordance with the Architectural House Style Guide (Bouwkundige Huisstijlboek) of UMC Utrecht) at the time of and after the completion of the work.*
- f) *Dust barriers and work site barriers must be locked at the time of and after the completion of daily work.*
- g) *Emergency exits and escape routes must always be kept clear. Blocking (opened or closed doors) with objects is strictly prohibited.*
- h) *Doors with card readers and/or electronic door fittings must remain closed.*

- i) *Fire-retarding sections* must be kept intact. Making an opening in a fire-retarding section may only one be done in consultation with and subject to an assessment by the client. If there is any doubt about whether a section is a fire-retarding section, the client must be consulted.

## 7.2 On the premises and traffic routes

- a) The *Road Traffic Act* (Wegenverkeerswet) applies to the premises of UMC Utrecht.
- b) Before the start of the work, the contractor must draft a CLSC (Contactability, Liveability, Safety and Communication) plan. Content in accordance with client's instructions. This plan explains how the area rules (appendix 1) must be applied for the project.
- c) Any use of *heavy transport vehicles, cranes, etc.* must be reported to the VWO cluster 48 hours in advance and *the instructions must be followed unconditionally.*
- d) *All escape roads and access roads for ambulances and other emergency services* must always be safely accessible, 24 hours a day, 7 days a week. The entrance and exit routes for ambulances to/from A&E/ Radiotherapy/ Emergency Hospital may not be blocked in any way.
- e) *Closing off and/or blocking roads, corridors, aisles, entrances and exits, etc.* - in any way whatsoever - is not permitted without the permission of the VWO cluster and requires an alternative route for emergency and rescue services agreed with the VWO cluster.
- f) *Openings, holes, obstacles of any nature whatsoever* must be fenced off with appropriate material and be fitted with sufficient lighting in the dark.
- g) *Walkways along or over ditches and trenches* must be properly constructed and equipped with railings. The walkways must be wide enough for wheelchairs.
- h) *Fire hydrants, water and gas shutoff valves, high-voltage areas, etc.* must remain accessible and easily reachable at all times.
- i) *Excavation work and work on cables, pipes and installations* may only take place after consulting about this with the client.

- j) In the case of *hoisting work*, the contractor must provide a *hoisting plan and Health & Safety plan* to the client in advance. The client will have this approved by the VWO cluster (basis) and checked with regard to interference from the streetcar track and the air ambulance flight sector (see appendix 2 for position).
- k) In the case of *piling work*, the contractor must provide a *piling plan* to the client in advance. Particular attention should be paid to the impact of vibrations on patients and equipment.
- l) The outreach of a crane may not extend beyond the construction site. If this cannot be realized, one or more traffic controllers must be present in the location or locations where the jib moves beyond the boundaries of the construction site during the time frames that this movement must be made one or more times.
- m) If the outreach of a crane extends 50 meters horizontally to the left or right of the flight sector, this must, in consultation with the VWO cluster of UMC Utrecht, be taken into account in the hoisting plan. In concrete terms, this means:
  - a. During a landing, construction work is stopped and the crane may not extend beyond the roof edge
  - b. The crane must be fitted with the necessary obstacle lighting.
  - c. Direct communication between the UMC Utrecht incident room and the crane driver or the site agent who is in direct contact with the crane driver must be possible.
  - d. If the outreach of a crane extends beyond the 50-meter zone at a height of more than 100 meters, this must be reported to the Human Environment and Transport Inspectorate. This report must be made by the VWO cluster of UMC Utrecht.
- n) *Any leftover earth, rubble or other residual materials* must be removed immediately and the work site must be returned to its original condition as soon as possible.



### 7.3 On the premises and the streetcar track

A permit is required for performing work or having and keeping objects in place on, in, above, alongside or under the streetcar system, as well streetcar tracks under construction, if these would at present or in the future affect the functioning and/or safety of the streetcar system.

The Public Transport Asset Management Team (Team OV Assetmanagement) of the Province of Utrecht, which manages the streetcar track, has drawn up a spatial profile, within the limits of which a permit is always required for the performance of work and/or having or keeping in place objects. The spatial profile is limited above ground level by imaginary lines at a distance of 3 meters from the outer rails and unlimited in height. Below ground level, the spatial profile is limited by imaginary lines at a distance of 5 meters from the outer rails, while the depth of the spatial profile is unlimited. Please note that even outside of this profile, it may be required to apply for a permit.

In all cases, the permit must be timely applied for via the responsible project leader at UMC Utrecht. The assessment period (after receipt of the correct documents) is 8 weeks. It is advisable to apply for the permit 12 weeks before the start of the work. In that case, it will be possible to cancel on time in the event of, for instance, inclement weather.

If works are to be performed and/or objects are to be placed which will be located outside of this spatial profile but which will affect the safety and/or functioning of the streetcar system, the obligation to obtain a permit will apply in full force and effect. The requirements contractors must comply with for each type of work (excavation/drilling/pressing/groundwater remediation) are listed on the following site:

<https://regiotramutrecht.provincie-utrecht/nl/veiligheid-0/veiligheid-professional>

Applications for permits must always be made through the client.

## 8. Fire and fire prevention

In the case of fire, the alarm must be sounded immediately by pressing a manual alarm and/or calling the alarm number 777 77 (internal) or 088 75 677 77 (external).

In case of a fire, state your name and the exact location/area number of the fire, as well as the nature (size, circumstances, etc.) of the fire.

- 8.1 Emergency exits are indicated everywhere. In the event of fire or other emergency, everyone must follow the information provided by the evacuation plans and by the evacuation coordinator.
- 8.2 The fire extinguishers at UMC Utrecht are located at fixed locations.
- 8.3 In the event of a fire, everyone must follow the orders of the chief officer of the internal fire department or the Municipal Fire Department.
- 8.4 In the event of a fire, the contractor must, after reporting the fire, inform the client as soon as possible.

### Work posing a fire hazard

Work that generates heat, dust, smoke and/or vapor, such as welding, soldering work, burning, drilling, tarring, grinding, mechanical sawing, planing, milling and working with chemical substances such as glues and/or solvents, e.g. acetone, thinner, etc.

- 8.5 Before the start of this work, the client is under an obligation to apply for a **Heet/Koudwerkvergunning**, a permit to work for hot/cold work, in consultation with the client, at <https://www.vergunning-umcu.nl>, with username umcu.
- 8.6 It is prohibited to start the work without the permit to work for hot/cold work. If the contractor does not first obtain this permit to work, this may have consequences for the progress of the contractor's work. Upon receipt of the permit to work for hot/cold work, the contractor will receive the necessary instructions, which the contractor must strictly follow. If work is done without the permit to work for hot/cold work, the contractor will be charged 350.00 euros.

- 8.7 No work posing a fire hazard may be carried out before 07:30 and after 16:00.
- 8.8 When carrying out work that generates dust, vapor or smoke, a dust cover must be placed over the smoke detector(s). The contractor will receive this dust cover after receiving the permit to work for hot/cold work and must return this dust cover to the internal fire department at the end of the working day.
- 8.9 During the performance of the work, the contractor must have in place its own sound fire extinguishing equipment at the work site; only foam extinguishers are permitted in the buildings. The contractor should also be aware of the locations of the nearest fire extinguishing equipment in or near the UMC Utrecht building.
- 8.10 Any flammable materials in vicinity of the work must be removed. If this is not possible, they should be covered with a non-flammable or low thermal conductivity material. The VWO cluster assesses this.
- 8.11 It is prohibited to work with or store gas cylinders in the buildings without the approval of the VWO cluster.
- 8.12 Small gas cylinders (maximum capacity of 10 liters) and/or combined welding units must be placed in a welding cart and are only permitted after consultation with the VWO cluster.
- 8.13 The doors of the rooms/corridors in which work is carried out must be closed to prevent the unwanted spread of smoke and vapor and noise pollution.
- 8.14 If tar boilers are to be put in place, the contractor must consult about this with the VWO cluster. The tar boilers must be placed in a container filled with sand. The gas cylinders must be easily removable in case of an emergency.
- 8.15 The maximum quantity of flammable liquids, adhesives and solvents to be used during the work and the storage method and location will be determined in consultation with the VWO cluster when the application for the permit to work for hot/cold work is submitted.
- 8.16 All equipment used for the work must be in good technical condition and must comply with the applicable safety standards. The VWO cluster has the right to inspect and reject any equipment being used.
- 8.17 In the event of hazardous situations, the staff members of the VWO cluster and the client have the right to halt or prohibit the work for a shorter or longer period of time.

- 8.18 In the case of work where there is a risk of contact with hazardous chemical substances, protective equipment must be used that is tailored to the situation.
- 8.19 A safety information sheet on the products that are used must be present at the work site. The contractor must inform its personnel about the risks and the protective measures that must be taken.
- 8.20 The contractor must ensure that dust, smoke, vapor and odor nuisance is prevented at the work site and in the surrounding area.
- 8.21 Fire department access routes (access routes and designated spaces), fire pits and fire hydrants must be accessible to the municipal fire department and the UMC Utrecht fire engine at all times.

**If there are any doubts about the right course of action, the client should be consulted.**

## 9. Reporting accidents and near accidents

- 9.1 Any accident that has directly led to bodily injury or damage to property must be immediately reported to the client, verbally and/or in writing, regardless of whether or not the accident involved any negligence.
- 9.2 Accidents must also be reported to the P&O Health department of UMC Utrecht by means of an accident report form.
- 9.3 Injuries, no matter how minor, must be treated immediately in connection with the risk of infection and contamination.
- 9.4 In case of serious injuries, the Accident & Emergency department should be contacted.

If necessary, call the UMC Utrecht alarm number: 777 77 (internal) or 088 75 677 77 (external).

- 9.5 In case of a puncture, cutting or splash accident involving possible contact with another person's body fluids, the P&O Health department of UMC Utrecht should be contacted. Outside working hours, the Accident & Emergency department should be contacted.
- 9.6 Personnel of the contractor who run the risk of coming into contact with human or animal material must contact the client and it must be discussed with the P&O Health department whether these personnel members should receive preventive treatment.
- 9.7 The contractor must immediately report any unforeseen hazardous situations to the client. In case of such situations, the safety expert of the P&O Health department has the right to halt work at any time.
- 9.8 The contractor always has the responsibility to report accidents to the Labor Inspectorate/police and the insurer.

**Note:** The contractor may receive an Instruction Card for Incidents (Instructiekaart bij Incidenten) from the client. This Instruction Card provides a comprehensive overview of the actions to be taken in the event of various incidents.

## 10. Environment

The contractor who carries out work on behalf of UMC Utrecht must comply with the sustainable construction principles of UMC Utrecht.

The environmental impact of the work must be kept to a minimum. Therefore, the contractor must strive to carry out the work in such a way that:

- by taking proper preventive measures, no environmentally harmful emissions and/or discharges to water, soil or air occur;
- any residual and/or waste materials are disposed of in accordance with the statutory requirements and the rules of UMC Utrecht, unless otherwise stipulated in the agreement (*see also section 12: Transport and disposal of goods, materials and waste*);
- where possible, the generation of waste is prevented;
- unnecessary consumption of energy and water and other materials during the work is prevented;
- where possible, sustainable materials are used and components are reused.

Work that is expected to cause substantial environmental impact must be announced to the client and the P&O Health department in advance so that they can investigate how this impact can be minimized.

The contractor carrying out work on behalf of UMC Utrecht must inform all personnel under its responsibility about the agreed environmental requirements and must ensure these are complied with.

In the event of an environmental incident, security (088 75 666 22) and the client must be informed immediately.

The party that caused the incident / contractor must draw up an inventory of the nature, extent and size of the pollution as soon as possible. In addition, the party that caused the incident must draw up an action plan in order to eliminate the pollution. This action plan must be submitted to the P&O Health department and the client for approval. The costs of drawing up this action plan, any temporary measures and the costs of the cleanup will be borne by the party that caused the incident / contractor.

### **Waste water**

- 10.1 The contractor is prohibited from discharging substances that are detrimental to the environment and/or harmful substances (e.g. waste water from concrete drilling, cleaning agents) into the sewer or surface water.
- 10.2 The contractor must inform the client in advance about any work involving the release of larger quantities of waste water other than sanitary sewage. The P&O Health department will assess whether formal approval from government agencies is required for the discharge of this waste water.

### **Soil**

- 10.3 The contractor is prohibited from introducing (solid or liquid) substances into the soil. Any spilled (solid or liquid) substances must be cleaned up immediately. Suitable tools and materials must be available for this purpose (e.g. absorption material).
- 10.4 It is prohibited to store or transfer flammable substances (based on the Environmentally Hazardous Substances Act (Wet milieu-gevaarlijke stoffen)) on the premises of UMC Utrecht. If this is nevertheless necessary for the operational management, an impermeable transfer facility must be set up in consultation with the client.
- 10.5 The contractor will be held liable for any soil restoration required in case of contamination.
- 10.6 If the disposal of soil is required, the contractor must present a disposal certificate to the client for all the (contaminated) disposed soil.

# 11. Storage of goods/materials/tools from/for contractors

- 11.1 The storage of goods/materials/tools must be kept to a minimum and is only permitted in the locations designated by the client within and outside the buildings of UMC Utrecht.
- 11.2 Goods/materials delivered to the Goods Receipt department  
The contractor must remove goods/materials delivered to the Goods Receipt department of Logistics at the loading/unloading bay on the day of their receipt from 07:00 and by 16:30 at the latest.
- 11.3 Any deliveries of large batches of goods/materials (more than 1 piece) to the Goods Receipt department where the processing time (loading/unloading) will exceed half an hour must be reported 48 hours in advance. The contractor must report this to the client. These large batches must be removed by the contractor on the day of their receipt.
- 11.4 Goods, materials and/or tools, including scaffolding, stairs and ladders, may not be left unattended where they are accessible to patients, visitors and/or staff members.
- 11.5 The storage of goods, materials and/or tools in or near walkways, corridors or elevator lobbies, under stairs, self-closing doors, escape routes, fire extinguishing equipment or fire hose reels is strictly prohibited.
- 11.6 The storage of hazardous (solid or liquid) substances must comply with the requirements of HSPS Guideline 15 and the internal guidelines of UMC Utrecht.
- 11.7 Flammable packaging must be immediately removed and taken away by the contractor. Any storage of such packaging is prohibited.
- 11.8 Flammable materials may only be stored in outdoor storage facilities in consultation with the VWO cluster.
- 11.9 The storage of goods/materials/tools inside and outside the buildings of UMC Utrecht takes place entirely at the contractor's own risk and any damage or losses arising from this cannot be recovered from UMC Utrecht.



11.10 Any goods/materials/tools present in locations that have not been designated and/or agreed will be deemed to be the property of UMC Utrecht and removed at the contractor's expense without notifying the contractor.

# 12. Transport and disposal of goods, materials and waste

Internal and external transports required for hospital processes always have priority!

## In the buildings

- 12.1 The transport vehicles of the contractors must be equipped with wheels that cannot damage the floors of UMC Utrecht. The company name must be displayed on these transport vehicles in a clearly visible way. These transport vehicles may only be parked at the locations where the work is carried out and may under no circumstances be parked in public areas, corridors or medical departments. The VVO cluster must be contacted about this. In exceptional cases, the contractor can make use of the limited number of gray steel containers owned by UMC Utrecht for the disposal of small quantities of construction waste. The use of these gray containers, including for the disposal of construction waste, is only permitted after consultation with the client and Logistics. It must always be possible to close the lids (which are mandatory) on all containers and transport vehicles during transport.

### **The use of any other type/color of container of UMC Utrecht is strictly prohibited!**

Small quantities of paper and cardboard may be placed in the small or large blue containers respectively. Plastic and filling material should be placed in the yellow containers. Always consult with the client and Logistics. Any waste in the form of batteries, electrical equipment and chemical substances such as adhesives, sealants, paints, etc. must be taken away daily by the contractor.

- 12.2 *Horizontal transport of goods, materials and waste should where possible take place via the corridors of the zero (0) layer or via the routes that are agreed with the client.*
- 12.3 *Vertical transport of goods, materials, tools and waste should take place exclusively by means of the goods elevators or along the routes agreed with the client.*

- 12.4 The supply and removal of goods, materials, tools and waste *may not cause any inconvenience to patients, visitors, employees or any damage to and/or failure of processes or equipment.*
- 12.5 *Damage* must always be immediately reported to the client and be repaired as soon as possible at the contractor's expense.
- 12.6 The contractor must keep the *quantity* of goods, materials, tools and waste to a minimum.
- 12.7 The contractor must take back all waste materials and dispose of them immediately at the end of the working day.

If requested, the records of the disposal of the waste must be made available for inspection (disposal certificate). If UMC Utrecht wishes to inspect these records, they must be submitted to the P&O Health department for assessment.

### **On the premises and traffic routes**

See 7.2 for the safety rules on the premises and traffic routes. In terms of routing and deliveries: See appendix 3 for access routes of the different suppliers. On the pathways on the UMC Utrecht premises, a maximum axle pressure of 1.5 tons applies. Heavy transport is not permitted over the tunnels on the UMC Utrecht premises. The maximum axle pressure is 11 tons (30-ton trucks), assuming a maximum of 2 axles simultaneously on the tunnel.

Prevent deliveries on Tuesdays and Thursdays. If this is not possible, consult the UMC Utrecht project leader in advance. Materials must be delivered in accordance with the just-in-time principle. When materials are delivered by means of multiple trucks, the contractor must arrange a parking or buffer location outside the Uithof for trucks that cannot be unloaded immediately. These trucks can then be unloaded on demand. Dimension of transport vehicles must correspond with the size of the construction site, so that they can be unloaded within the construction site.

The contractor must ensure that its subcontractors are fully aware of the latest information and rules concerning the routes to and from the construction site. Upon request, the UMC Utrecht project leader can distribute leaflets.

The maximum clearance of the service road between A&E/CBOI and the Universiteitsweg / Heidelberglaan intersection at the walkway is 3.80 m. Contractors are personally responsible for pointing this out to their carriers. UMC Utrecht will recover any costs of damage to the road, environment or UMC Utrecht building from the contractor who caused it.

## 13. Parking

- 13.1 Motor vehicles must be parked on the UMC Utrecht premises in the dedicated parking spaces or in the underground car park. There is limited parking for contractors and subcontractors in P+R de Uithof. To prevent the P+R from filling up, the contractor must arrange for a carpooling option for employees outside the Uithof.
- 13.2 Contractors and subcontractors are not permitted to park on the construction site or immediately near the public area outside the construction site. Vehicles from contractors and subcontractors may not be on the construction site for more than 30 minutes to load or unload. After that, these vehicles must be parked.
- 13.3 Paid parking applies for all vehicles. The parking costs cannot be recovered from the client.
- 13.4 It is prohibited to park in spaces designated for rescue vehicles, near fire hydrants and other life-saving equipment and in the vicinity of high-voltage areas.
- 13.5 Entrances and passageways must always be left clear.
- 13.6 It is prohibited to park at the loading/unloading bay and in front of the waste transfer station.
- 13.7 Parking (for example, to load or unload) may not hinder other traffic, particularly the fire department and ambulance services.

Deviations from these rules can only be permitted in consultation with the client and the VWO cluster.

Any violation of the parking rules is at the risk of the driver/owner of the vehicle and may mean that the driver/owner is charged a fee for the administrative costs, which must be paid cash!

## 14. Use of equipment and machines of UMC Utrecht

With regard to the use of equipment and machines, staff members of UMC Utrecht always have priority.

Any use by the contractor of equipment and machines in the workshops of UMC Utrecht is only permitted with the permission of the client and the team leader(s) of the department to which the equipment and machines belong. The relevant equipment and machines may only be used by competent and sufficiently trained personnel and any such use takes place under the responsibility of the contractor.

Instructions from the team leaders and/or staff members of UMC Utrecht must be followed.

Any damage to equipment and/or machines of UMC Utrecht caused by incompetent use must be reported immediately and the costs of any such damage will be borne by the contractor.

After use, the equipment and machines must be switched off and the equipment and machines (including the surrounding area) must be left in a clean state.

This document has been drawn up by the Facilities department of UMC Utrecht. If you have any suggestions for changes to this document, please pass these on to the project secretariat of Buildings Department, Facilities department.

Phone number 088 75 53 990

E-mail [fbprojectsecretariaat@umcutrecht.nl](mailto:fbprojectsecretariaat@umcutrecht.nl)

## Appendix 1

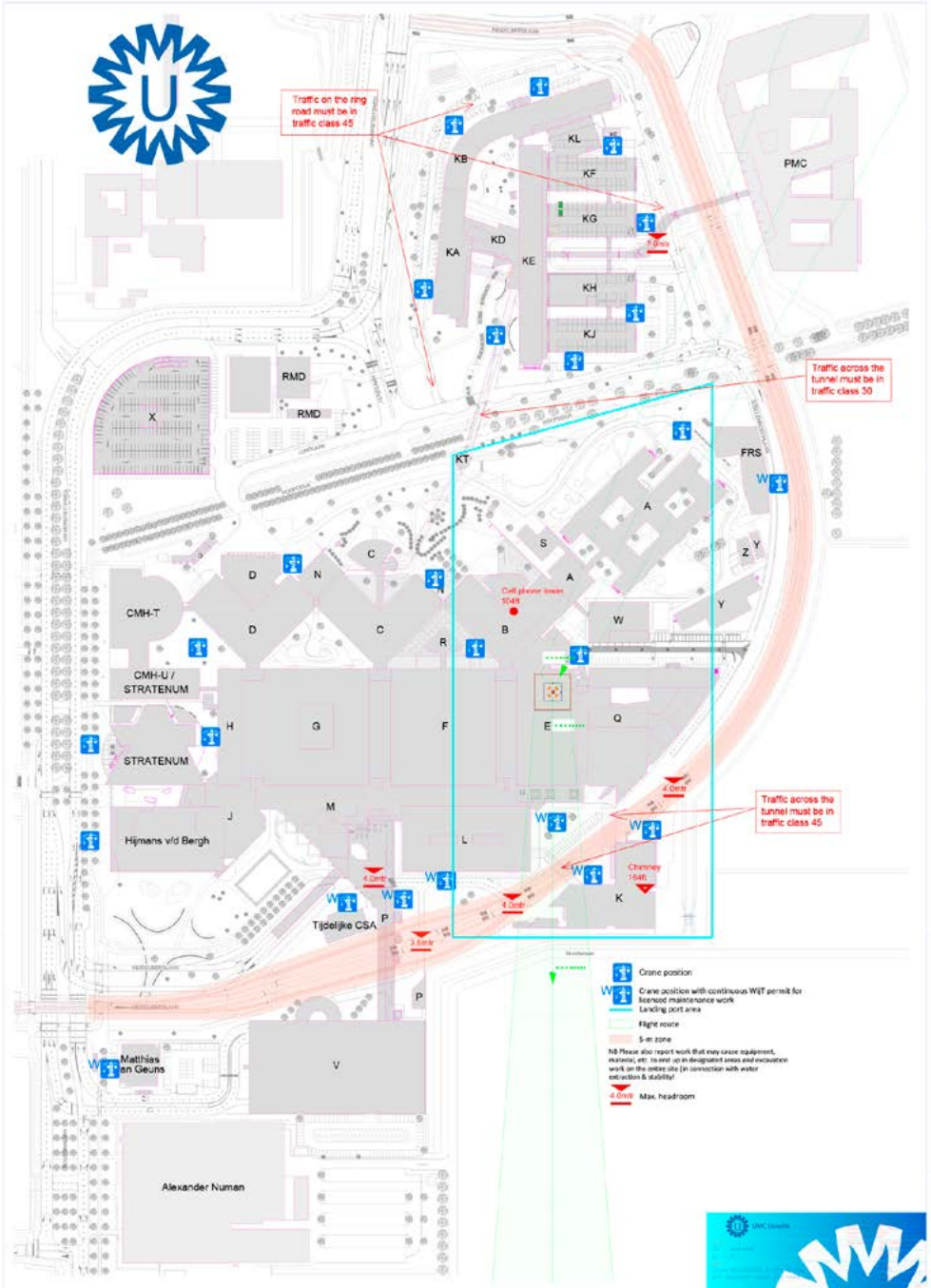
Normative Area Rules for Working on the USP  
mei 2016, versie 6

The parties working on the Utrecht Science Park stress that the continuity of the existing operations in the USP is of great importance and are aware that the operations depend on an already vulnerable accessibility. The parties will make every effort to cause as little nuisance as possible. The following rules serve as a framework for further arrangements with contractors and third parties in the area:

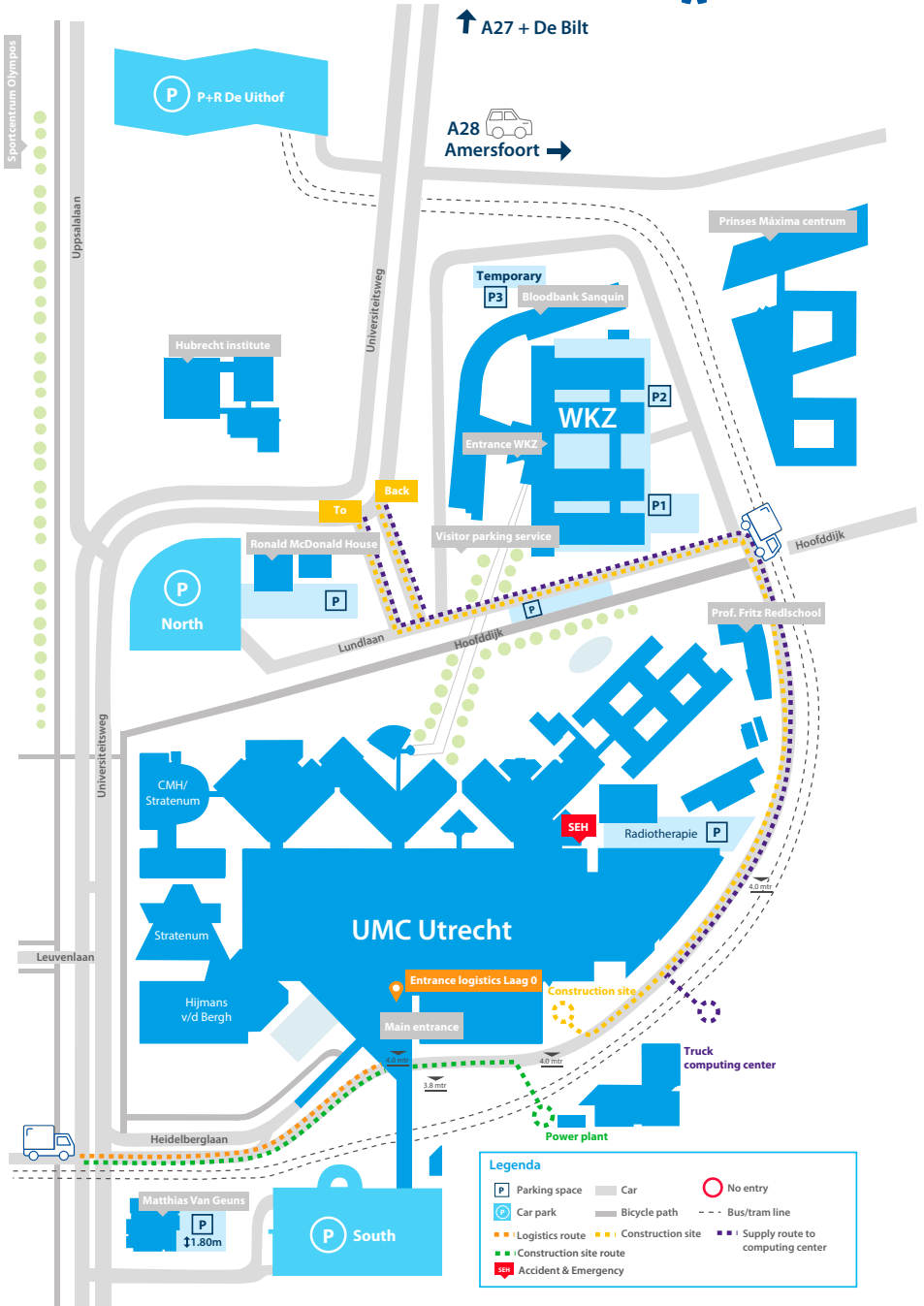
1. Any nuisance is shared and coordinated with the local community and stakeholders as soon as possible
2. The area interest is taken into account in the project interest at all times and at an early stage
3. Construction parties in the USP must work with a BLVC plan, in accordance with the USP BLVC checklist
4. Each party has a mobility plan and a communication plan aimed at minimizing the traffic load on De Uithof
5. The parties will cooperate and contribute to an area campaign aimed at improving the accessibility of De Uithof
6. Work and loading/unloading will take place in the work areas
7. Wherever possible, construction transport will enter or leave the area outside rush hours (7:00 - 9:30 a.m. and 3:30 p.m. - 6:30 p.m.), with the exception of continuous construction transport (e.g. concrete pouring)
8. The parties will make every effort to find solutions to the internal accessibility problems outside the area
9. Parties acknowledge that the RAP, as the coordinating body of the contracting parties, is responsible for internal area coordination
10. The parties will explain a BLVC plan at an early stage in the RAP and subsequently at the Accessibility Office (BBU) of the Municipality of Utrecht
11. The parties will make every effort to prevent building-related damage to the public space and infrastructure
12. The passage for ambulances and other emergency services must be available at all times



## Appendix 2



# Approach route for suppliers



**Visiting address**

Heidelberglaan 100  
3584 CX Utrecht

**Postal address**

Postbus 85500  
3508 GA Utrecht

**[www.umcutrecht.nl](http://www.umcutrecht.nl)**

T +31 (0)88 75 55 55

