

## Map of TU Delft

To see the map, go to [tudelft.nl](http://tudelft.nl).

## TU Delft emergency call centre

The emergency call centre is manned 24 hours a day, 7 days a week. Contact the call centre in the event of an emergency such as a serious accident or fire. The emergency call centre will alert the in-house emergency response team and, if necessary, the emergency services.

**The Emergency Call Centre can be reached by phone on 112 (land line) or +31 (0)15 27 88888 (mobile).** For non-urgent cases, call the information number on +31 (0)15 27 82777.

Hint: store both numbers in your mobile phone:  
TU Delft 112: **+31 (0)15 27 88888**

## Evacuation

The evacuation signal is a repeating siren, a so-called 'slow-whoop' alarm, sometimes in combination with a spoken message. If this alarms sounds, leave the building immediately and calmly via the escape route indicated:



Follow the instructions given by the in-house emergency response team members. They can be recognised from their coloured tabards.



Use, if necessary for evacuation, the emergency release button of escape doors.



During an evacuation, proceed to the central assembly point: The assembly point is out-side the building. The in-house emergency response team will give you further information here.

PLEASE NOTE: escape routes, all exits and stairs must be freely accessible at all times. In other words, they must not be obstructed by goods, pallets or people sitting down – not even temporarily.

It is important that fire and ambulance personnel are able to reach the building quickly in the event of an emergency. Access to the building must not be hampered by bicycles or cars. Make sure that access to your building is always kept free.

## EHBO (First Aid)

Use the signs and pictograms to find out where you can get First Aid.



## Reporting and recording incidents

Report **emergency situations** immediately to the emergency call centre. They will then take the necessary steps for dealing with the emergency (see alarm number TU Delft 112 {land line} or **+31 (0)15 27 88888** {mobile}) and record the incident.

Report **minor incidents that have resulted in injury** directly to your faculty's in-house emergency response team. They will deal with the injury and record the incident. They will also report the incident to your Health, Safety and Environment Advisor and the Facility Manager.

Report **other incidents**, such as theft and burglaries, spillages of fluids, environmental violations and 'near-misses' to the Service Desk. The Service Desk of your faculty will deal with the incident in line with the faculty's own processes and will inform all relevant parties. They will record the incident and report it to your Health, Safety and Environment Advisor and the Facility Manager.

## Confidential advisor

As far as TU Delft is concerned, undesirable conduct on the part of students, employees or visitors is not acceptable. Anyone with a complaint about undesirable conduct should contact one of the confidential advisors. See [confidentialadvisor.tudelft.nl](http://confidentialadvisor.tudelft.nl).

## Non-urgent medical advice

For non-urgent medical advice, employees can contact the university health services doctors on +31 (0)15 2783624. Students can go to [sgzstudent.nl](http://sgzstudent.nl) - Student Health Care.

## Information security

Be aware of the need to keep information and hardware and software secure. TU Delft has rules and guidelines relating to the use of computers and network facilities. They can be found at the security portal: [security.tudelft.nl](http://security.tudelft.nl).

## Complaints office for students

If you have any complaints about TU Delft, the faculty or its employees, and you are unable to resolve your differences with the other party, then the central complaints office can mediate and help find a solution. Jaffalaan 9A (visitors' entrance is on Mekelweg) 2628 BX Delft [centraalklachtenloket@tudelft.nl](mailto:centraalklachtenloket@tudelft.nl), +31 (0)15 27 88004 [centraalklachtenloket.tudelft.nl](http://centraalklachtenloket.tudelft.nl).

## Emergencies during business trips or study activities abroad

- Call the emergency number of the TU insurance company, AIG and have the number of the TU Delft insurance policy ready: **60.10.4117**.
  - o 24-hour assistance: +31 (0)10 45 35656.
  - o This insurance policy only covers students who are abroad as part of their study activities, and TU employees who are abroad on behalf of the university.
- Call the emergency number 24/7 BZ Information Service +31 247 247 247
- Inform the TU Delft emergency call centre as well: +31(0)15 27 88888. The TU Delft crisis organisation will then become involved.

## More information about safety and security

For more information about safety and security at TU Delft, see [safetyandsecurity.tudelft.nl](http://safetyandsecurity.tudelft.nl).



Integrale Veiligheid  
TU Delft