

# CFM EVENT GUIDELINES

THE CAMPUS AS A MEETING PLACE

M. WEIRATH

08 AUGUST 2024

UNIVERSITY OF TWENTE.



# COLOPHON

MANAGEMENT

Campus & Facility Management (CFM)

DATE

08 August 2024

REFERENCE

EB OUT – 6127

VERSION

1.0/20240808

STATUS

Final

PROJECT

Event Guidelines CFM - University of Twente

PROJECT NUMBER

n.a.

AUTHOR(S)

M. Weirath

TELEPHONE

+31 (0)53 489 6753

EMAIL

m.t.f.j.weirath@utwente.nl

POSTAL ADDRESS

P.O. Box 217  
7500 AE Enschede

WEBSITE

[www.utwente.nl](http://www.utwente.nl)

FILENAME

20240808-event-guidelines-ut-en.docx

REGISTRATION DETAILS

Registration details

COPYRIGHT

© University of Twente, The Netherlands

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, be it electronic, mechanical, by photocopies, or recordings or in any other way, without the prior written permission of the University of Twente.

# TABLE OF CONTENTS

1.	Motive .....	4
2.	Goal .....	4
3.	Scope.....	4
4.	Situation per 2022.....	5
4.1	Event vision 2018.....	5
4.1.1	Mission .....	5
4.1.2	Vision.....	5
4.1.3	Principles.....	5
4.1.4	Frameworks.....	6
4.1.5	Consideration criteria (showstoppers/delayers) .....	6
4.2	Legislation .....	7
4.2.1	Internal vs external organisations – the zoning plan .....	7
4.2.2	Environmental permit .....	7
4.2.3	Event Permits .....	7
5.	Guidelines as of 2024 .....	8
5.1	Events .....	8
5.1.1	Definition of an Event .....	8
5.1.2	Event size .....	8
5.1.3	Educational activities .....	8
5.1.4	Distinction by characteristics .....	9
5.1.5	Distinction by relevance to the university .....	9
5.1.6	Sports and Culture events .....	9
5.1.7	Conferences and symposia .....	9
5.1.8	Permission, event permits and noise exemptions .....	10
5.1.9	Financial support .....	11
5.2	Health and Safety.....	12
5.2.1	House rules .....	12
5.2.2	Risk analysis & security.....	12
5.2.3	Basic Emergency Response (BHV) .....	13
5.2.4	Inclusion and diversity, social safety and accessibility .....	13
5.2.5	Food safety.....	15
5.2.6	Alcohol and drugs.....	15
5.2.7	Smoking Policy.....	16
5.2.8	Hearing protection .....	16
5.2.9	General Data Protection Regulation (GDPR).....	16

5.2.10	Insurances .....	17
5.2.11	Professional Security & Traffic Control Services .....	17
5.3	External event organisations .....	18
5.3.1	Permission to use the campus grounds .....	18
5.3.2	Comply with zoning plan requirements, or deviating therefrom .....	18
5.3.3	UT rules and regulations - Campus security department .....	19
5.3.4	Contract partners UT .....	19
5.3.5	Sustainability efforts and reports .....	19
5.3.6	Political and religious events .....	19
5.4	Sustainability .....	20
5.4.1	Sustainable events at a glance .....	20
5.4.2	Green Hub Twente - Sustainable Event Guidelines .....	20
5.5	Event communication .....	21
5.5.1	Information at the UT Service portal about organising events .....	21
5.5.2	Contact with Events and the Booking Office .....	21
5.5.3	Communication channels / Promotional activities on campus .....	21
5.5.4	Informing UT citizens and neighbours .....	22
6.	Responsibilities and sanctions .....	23
6.1	Responsibilities of the event organiser .....	23
6.1.1	Health and safety requirements .....	23
6.1.2	Other responsibilities .....	23
6.2	Other responsibilities .....	23
6.2.1	CFM-Events .....	23
6.2.2	Campus Security (CFM) .....	23
6.2.3	Building Caretakers & Real Estate (CFM) .....	23
6.3	Sanctions .....	24
6.3.1	Stopping the activity or event .....	24
6.3.2	Administrative measures .....	24
7.	Works cited .....	25
8.	Appendices .....	25
8.1	Separate appendices .....	25

# 1. MOTIVE

In 2018, the Executive Board adopted the event vision for the University of Twente. In this, the prioritisation of the different types of events organised and/or facilitated by Campus & Facility Management (CFM) was determined.

Since 2018, goals have been set (and steps taken) in the areas of work processes, sustainability, smoking policy and the responsible use of alcohol. We formulate these guidelines on events so that we can collectively achieve these goals.

# 2. GOAL

The goal of these guidelines is to (1) better ensure general safety aspects, (2) reduce risks regarding applicable laws and regulations, (3) improve the process around organising events, (4) ensure events are organised following the sustainability ambition of the UT, (5) increase awareness on inclusion, accessibility and social safety and (6) provide an organisational learning experience for UT students.

# 3. SCOPE

The event guidelines apply to all events organised (1) on campus grounds and (2) in the buildings on campus outside the regular opening hours of the buildings concerned.

For events inside buildings of the university during the opening hours of the buildings concerned, the Facility Team Leader of the corresponding building determines, whether or not together with the HSE Safety Officer, if the intended activity falls within the scope of these guidelines.

## 4. SITUATION PER 2022

The starting point for the Event Guidelines

The event vision (2018) lays the foundation for principles, frameworks and criteria (showstoppers/delayers). The vision states that events must be able to be organised with as few obstacles as possible. We do it with and for each other, as partners, with safety at the heart of the entire process. The knowledge and expertise in the field of event organisation is shared with students and staff whenever possible. (See 10.2 Separate appendices.)

### 4.1 EVENT VISION 2018

*Established EB dated 23-04-2018 (CH18.1540-st)*

Excerpt from the Events Vision 2018:

#### 4.1.1 Mission

*“The UT is unique in the opportunities it offers in terms of events. It uses the campus as an events location to strengthen its identity and thus contribute to the realisation of its strategic goals. The events contribute to an inspiring, stimulating and creative environment. Various collaborating departments have an organisational, advisory, implementation and mediating role.”*

#### 4.1.2 Vision

*“The university campus is a place where students and staff can organise events with as few obstacles as possible. They dare to push the boundaries, to experiment, they are creative and innovative. Campus & Facility Management forms the safe shell around them, advising, guiding, steering and guaranteeing safety and legal preconditions. Campus & Facility Management also initiates and organises its own inspiring and surprising events. The UT vision principles of external profiling, the campus experience and personal development are important aspects in this regard. The campus functions as the location for personal development (academic education), creativity, (student) activism and entrepreneurship. We therefore involve students in events as much as possible and encourage them to organise their own events. We want to further support events as an integral part of education and research. Safety is central to the entire process without being perceived as an obstacle. In consultation with the municipality of Enschede, the UT will seek out the limits of legislation and regulations in order to create more room for experimentation, entrepreneurship and personal responsibility.*

*Wherever possible, expertise in organising events will be shared with students and staff. The ability to organise events is seen as a valuable academic skill. Campus & Facility Management staff provide instructions and workshops that promote this skill.”*

#### 4.1.3 Principles

- 1. We focus on events on campus, not outside of it.*
- 2. We facilitate an environment in which experimentation and pioneering are allowed, where acceptable risks can and may be taken and where boundaries are explored. We monitor the safety, Dutch laws, regulations and other requirements, but in consultation with the municipality of Enschede we also look for the limits. Where necessary, we 'unburden' the organisation in the field of safety and permits.*
- 3. We develop and facilitate specific activities that contribute to a culture of meeting, sharing knowledge, creativity and personal development, such as Create Tomorrow, CuriousU and the 'Batavierenrace' and 'Batavierenfeest'.*
- 4. In educational areas, educational appointments have priority over events. Events may not disrupt the primary process unless this is based on an executive board decision.*
- 5. When making choices regarding resources and capacity, we give priority to events that are of significant importance to the identity or image of the university or to events organised by students.*
- 6. The campus is an international community. We are aware of and take into account intercultural differences and possible differences in customs, norms and values.  
We work on the basis of programmes, not structures. We seek the most appropriate form of guidance or support for each event. We are able to provide tailor-made solutions where necessary but standardise where possible.*
- 7. Residents of Enschede and the surrounding area generally enjoy the festivals and events on the campus. Those living in the immediate vicinity also experience disadvantages. This is an important point for attention when*

organising events. By means of good communication and weighing up the various interests, the UT tries to increase local support.

#### 4.1.4 Frameworks

The UT organises events and activities with various objectives:

- recruiting students;
- strengthening or supporting the primary process;
- stimulating and supporting student activism;
- relaxation, bonding and meeting;
- regional involvement.

As a university, we have to make choices when it comes to supporting events. We see an increasing demand for support. Prioritising is necessary in order to effectively use the available capacity. When supporting events, we apply the following order:

1. Corporate events;
2. Larger student events;
3. Events of student organisations of the UT;
4. Events resulting from initiatives of faculties, institutes or services;
5. Events resulting from individual student initiatives;
6. Events resulting from social and regional involvement of the UT;
7. Events requested by external parties with financial advantages for the UT that make it possible to finance events from the above categories or when sufficient residual capacity is available.

(See the event vision for examples)

When prioritising the use of capacity under priority 3 (Events organised by student organisations), only UT-wide student events organised via the events bureau are meant. Other events organised by student organisations do not have priority over events resulting from faculty initiatives.

In the case of new initiatives, it will be determined in advance from which resources the initiative will be funded, how much project time is required and whether this is available.

Where necessary, accommodation requests are coordinated with education. The education and events calendars are synchronised.

#### 4.1.5 Consideration criteria (showstoppers/delayers)

For events, especially those resulting from social and regional involvement and events organised by external parties, the following criteria are used. These are criteria that make an event inadmissible (showstoppers) or only admissible after certain conditions have been met (show delayers).

1. **Reputation:** Does the event have a negative impact on the university's reputation? Does the university run any risks in this regard?
2. **Safety:** Are there any (unacceptable) safety risks associated with the event?
3. **Timing:** Does the event coincide or may coincide with other events from the above categories?
4. **Finance:** Is there any (unacceptable) financial risk to the university associated with the event (this includes damage to buildings/land/property of the university)?
5. **Licences and permits:** Does the event fall outside existing permits and/or the zoning plan?
6. **Nuisance:** Is (unacceptable) nuisance expected for the campus and/or the surrounding area?

If one (or more) of these criteria can be answered with 'yes', this is a reason NOT to allow the event.

## 4.2 LEGISLATION

### 4.2.1 Internal vs external organisations – the zoning plan

According to the zoning plan, events on campus must be UT-related, i.e., have a relationship with education and scientific research. The event terrains ('Evenemententerrein', 'Ganzenveld' and 'Carillonveld') have the specific function indication 'Evenemententerrein' in the zoning plan.

Events organised by UT implicitly have that relationship. External events do not necessarily. Events that do not meet these requirements require an application for an environmental permit for acting in conflict with spatial planning rules for the purpose of dispensing with the zoning plan. It is therefore not permitted to simply use the grounds for events on, for example, King's Day and Liberation Day.

### 4.2.2 Environmental permit

The environmental permit from 2018 gives us permission to organize events for which the noise levels are higher than during the regular situation (when no music sound should be audible outside the perimeter of the campus). During the events, noise levels are measured at locations determined in the environmental permit.

- 12x a year for an **event**:
  - with an end time 02:00 preceding a day off (a weekend day or public holiday);
  - with an end time 23:00 preceding a working day.
- Of which max 4x a **plus-event**:
  - with an end time 24:00 preceding a day off (a weekend day or public holiday);
  - with an end time of 23:00 preceding a working day.
  - *A plus-event is an event where the allowable dB(A) and dB(C) levels are higher than at 'normal' events.*
- 4x a year an exemption from the fixed end times is possible:
  - for an **event** until 02:00 preceding a working day;
  - for a **plus-event** until 24:00 preceding a working day.

### 4.2.3 Event Permits

Organising an event generally requires applying for an event permit from the municipality of Enschede. In some cases, however, a notification to the municipality is sufficient. To this end, the municipality of Enschede has drawn up criteria which can be viewed on its website: <https://www.enschede.nl/evenement-organiseren> (Dutch only)

Many outdoor events take place at locations that fall under the different alcohol licences on campus such as the licenses of the study associations, (O&O square, Achterhorst) Appèl or the sports canteen. There is no notification requirement there.

## 5. GUIDELINES AS OF 2024

### 5.1 EVENTS

#### 5.1.1 Definition of an Event

A brief definition of an event. Based on: 'Nederlands Handboek Evenementen Veiligheid 1.0' (Stichting Evenementenhandboek, 2019).

**1. An event means any publicly accessible performance of entertainment, with the exception of:**

- a) Cinema and theatre performances;
- b) markets as referred to in Article 5:22 (of the model APV<sup>1</sup>);
- c) games of chance as referred to in the Games of Chance Act;
- d) in an establishment within the meaning of the Licensing and Catering Act, giving the opportunity for dancing;
- e) demonstrations, get-togethers and meetings as referred to in the Public Demonstrations Act;
- f) activities as referred to in Article 2:9 (street performer) and 2:39 (amusement arcades - of the model APV);
- g) sports events, not being martial arts events as referred to below in 2f.

**2. Events include:**

- a) a commemorative ceremony;
- b) a fair;
- c) a procession on the road, not being a demonstration as referred to in Article 2:3;
- d) a party, musical performance or competition on or at the road;
- e) a street party or neighbourhood barbecue;
- f) a category of martial arts competitions or galas designated by the mayor.

For the definition of an event applicable to the municipality of Enschede, please refer to the General Local Byelaw (APV) of the municipality of Enschede, chapter 2, section 7<sup>2</sup>

#### 5.1.2 Event size

We distinguish between small, medium-sized and large events:

- Small events where **20 to 50** people are present;
- Medium-sized events where **50 to 300** people are present;
- Large events where **more than 300** people are present.

*(Activities with **less than 20** people present are not considered to be 'events')*

#### 5.1.3 Educational activities

As per definition the educational activities are not covered by the event guidelines.

For activities that are related to educational tasks that (possibly) fit the definition of an event, it is assessed in advance together with CFM-Events whether these activities are subject (completely or partially) to the event guidelines. For example, when there is a component that requires an event permit such as a tent, stage, sound amplification, etc.

---

<sup>1</sup> Algemene Plaatselijke Verordening, model-APV (VNG, 2018)

<sup>2</sup> <https://lokaleregelgeving.overheid.nl/CVDR332923?#d211684023e510>

#### 5.1.4 Distinction by characteristics

To make a good assessment between the different types of events, we formulate specific characteristics. Based on the characteristics, we set up building blocks that help us better assess the possible risks and follow the legal frameworks when preparing and executing events.

Characteristics of events such as the sale of alcohol, the use of sound amplification, the use of a tent, sustainability, etcetera, are covered in a digital toolbox that can be used as a guide for their organisation and support. Among other things, this will also show whether an event permit is required or not.

#### 5.1.5 Distinction by relevance to the university

Every year, there are a number of iconic events for the university. These events matter to us. They contribute to our prominence. The criteria for determining importance are set out in the event vision frameworks, which are still up to date:

- recruiting students;
- strengthening or supporting the primary process;
- stimulating and supporting student activism;
- relaxation, bonding and meeting;
- regional involvement.

In general we prioritise:

- major events organised by and/or for the UT;
- major student-focused events;
- events that benefit the UT community(building).

This is in line with the event vision and the above criteria however viewed from a different perspective.

#### 5.1.6 Sports and Culture events

The Sport and Culture programme is organised by CFM's Sports & Culture Department. Sport and Culture's regular programme is not covered by the event guidelines but is considered regular business and are the responsibility of the beforementioned department.

This includes rehearsals, training sessions, group and drop-in classes, courses, theatre performances and sports competitions that take place in the designated buildings (Sports Centre, the Vrijhof, the open-air theatre) and the sports fields. (Also see 6.1.1 Definition of an Event)

Activities deviating from the regular programme such as sports tournaments and on-site cultural performances do qualify under this policy and follow the same procedures as other events.

#### 5.1.7 Conferences and symposia

Conferences and symposia are important knowledge and networking events for the university. However, they are also a burden on teaching accommodation. Basically, they can rent residual capacity from the Booking Office as soon as the educational timetable is set. However, for larger conferences and symposia, this is too late; they want to start organising and securing accommodation earlier. They then request priority over the teaching schedule.

##### 5.1.7.1 Priority over the educational programme

The scheduling team of CES-SA&L (Centre for Educational Support - Student Affairs & Logistics), together with Policy & Projects and CFM's Booking Office, have described solutions to this in the policy document 'Use of teaching rooms for symposia and other events'. This policy document has practical working arrangements and was adopted in October 2023. See the separate annex: Usage Educational Space ENG final.pdf.

In summary, the following situations are described:

1. Symposia of **UT** interest (faculty-transcending) are given priority over teaching based on a Executive Board decision;
2. Symposia of interest to a **faculty** are given priority over teaching based on a decision by the Vice Dean;
3. Other symposia can use teaching spaces only after the teaching schedule for the applicable period has been determined.

For all symposia, symposia should use **education 'quiet' periods** as much as possible.

CFM's Booking Office and Events are bound by the (working) agreements set out in the above policy document. Please ask the Booking Office in good time what needs to be taken into account when organising a conference or symposium in our teaching rooms.

## 5.1.8 Permission, event permits and noise exemptions

### 5.1.8.1 Permission to use the campus grounds

Use of the campus grounds must always be preceded by a request for permission. This is generally done at the time of application. For events up to 2,500 visitors, this permission is given by the director of CFM, for events with more than 2,500 visitors, the Executive Board has to give permission. (Mandaat- en volmachtregeling Universiteit Twente, 2021)

CFM-Events advises the director (and, in line with this, the Executive Board) on the consent to be given based on the information provided by the applicant.

Every organisation is obliged to contact CFM-Events to initiate this procedure.

### 5.1.8.2 Event Permits – Municipality of Enschede

Local legislation of the municipality of Enschede applies to the organisation of events on the university campus. This is laid down in the General Local Bye-Law (APV) of the municipality of Enschede (in Dutch):

<https://lokaleregelgeving.overheid.nl/CVDR332923#d85751728e519>

More information on this topic on the website of the municipality of Enschede (in Dutch):

<https://www.enschede.nl/evenement-organiseren>

CFM-Events **must be involved** with all event permits for UT or on campus grounds. They also can assist or give advice in completing the application and the procedure at the municipality.

### 5.1.8.3 Noise exemptions

A (limited) number of times per year, events at the university are allowed to deviate from the applicable noise standards (see 5.2.2). This is subject to strict conditions which are included in the university's environmental permit.

As a limited number of exemptions available per year, it is important to design a proper structure for the distribution of these exemptions. This should make the distribution transparent and fair.

The distribution will depend on a series of preconditions. What is the UT's involvement? Is there an academic interest? Is there a regional or societal interest? These criteria will be taken into account in the distribution of the exemptions.

Existing major UT events can count on the necessary noise exemption. This includes the Kick-In and the BATA fest. For the remaining applications, whether or not an exemption will be made available will be decided on a per event basis. This involves the following teams and individuals: CFM-Events, the Facility Services manager, the Sports & Culture manager and the CFM director. The CFM director ultimately decides whether or not an exception will be made. The practical organisation of this procedure is arranged by CFM-Events.

### 5.1.9 Financial support

UT has no general event fund or subsidy plan. The organisation itself is responsible for financing the event with or without the support of sponsors. However, there are several (grant) funds at the university that may be able to contribute to the financial realisation. These include:

- Twente University Fund
- Student Union (SU) Subsidies, applicable subsidies:
  - Initiative / Event Fund (for SU associations)
  - NPO Fund (for Study associations)
  - Sustainability Fund (for SU associations)
- Cultural Subsidies – Apollo
- ISA Subsidy (for International Student Associations)
- Sustainable Events Initiatives Fund (SEE Programme)
- Municipality of Enschede Event Subsidy<sup>3</sup> (Dutch)

---

<sup>3</sup> <https://www.enschede.nl/subsidie-voor-evenementen>

## 5.2 HEALTH AND SAFETY

Safety around events involves a wide range of aspects. This includes topics such as public order, structural safety, fire safety, crowd management, medical safety and health and much more.

Our guiding principle is the common safety framework, which combines knowledge, regulations, standards and experience: **'Het Nederlands Handboek Evenementen Veiligheid 1.0'** (Stichting Evenementenhandboek, 2019).

For large events, we use the **'Veldnorm Evenementenzorg'** (Veldnorm Evenementenzorg, 2019) for guidelines on good event medical care.

UT health and safety rules apply for people who are working on events. This applies to staff, students as well as volunteers: [Safety \(at work\) | Service Portal | University of Twente \(utwente.nl\)](#)<sup>4</sup>

Below are some Health & Safety topics specific to our university.

### 5.2.1 House rules

The campus of the University of Twente is a private property that is open to the public and where normal (traffic) regulations apply.

The campus is a great location for events. However, events must satisfy several conditions in order to guarantee safety and compliance with environmental provisions.

The purpose of the house rules is to safeguard order, neatness and security at the UT. They apply to every person on campus. [Read the UT house rules on the UT service portal](#)<sup>5</sup>.

### 5.2.2 Risk analysis & security

Many examples of a crisis can be imagined. The risk assessment identifies the probability of a crisis occurring and the impact if it does occur. A part of the risk assessment is the health and safety risk analysis.

A crisis involves a risk to safety, public health, the environment or public order. The organiser of an event is responsible for the proper and orderly conduct of an event and will deploy preventive measures and control measures to prevent incidents in order to avoid a crisis (and a possible disaster). If, despite careful preparation, a crisis does occur, the organisation must be able to respond adequately and flexibly.

Prior to the event, possible scenarios and safety risks must be worked through and it must be determined what action, what information and what measures are necessary if an incident or crisis occurs. This requires immediate adequate action by the organiser. Up to a certain point, the organiser can manage an incident or crisis by means of its own management measures.

Depending on the size of the event, a script/schedule can provide insight into the organisation's preparation for unexpected situations. Together with CFM-Events, a risk assessment is made and from that result it is determined whether a safety plan, an evacuation plan, incident scenario plan and/or a communication plan should be drawn up. It may also mean the deployment of an event care organisation (EHBO, Red Cross etc.).

---

<sup>4</sup> <https://www.utwente.nl/en/service-portal/health-safety/safety-at-work>

<sup>5</sup> <https://www.utwente.nl/en/campus/buildings-rules/house-rules/>

### 5.2.3 Basic Emergency Response (BHV)

Since 1 January 2018, the term 'basic emergency response' (also known as 'basic emergency assistance' or 'emergency response service') has been introduced for events, among others. It still refers to a set of activities to be carried out after an incident until professional emergency workers take over. However, basic emergency response is not based on the employer-employee relationship, but on the organiser-group relationship. Given the large group of visitors present, this 'basic emergency response' is a more logical approach than talking about 'company emergency response'.

During event application/intake, the expected number of visitors must be indicated. Based on this, a global risk assessment is made and the minimum number of basic emergency response workers (BHV-ers) is determined. This estimate is made by CFM-Events based on the data in the submission. In case of changing expectations on the organising side, this will have to be discussed with CFM-Events immediately.

For events that require an Event Permit, the deployment of an event care organisation (such as a Dutch 'EHBO' association or the Red Cross) may be mandatory at the discretion of the licensor (Municipality). In such a case the guidelines of the 'Veldnorm Evenementenzorg' (Veldnorm Evenementenzorg, 2019) must be followed. The competences of the BER/BHV are then no longer sufficient, however, they may be deployed for additional actions such as evacuations, etc.

The event organiser is responsible for arranging qualified staff or the event care organisation.

More info on our emergency response teams (UT Intranet) for activities:

- [Company emergency service \(BHV/Bedrijfshulpverlening\) | Service Portal | University of Twente \(utwente.nl\)](#)<sup>6</sup>
- [BHV \(Emergency response teams\) | Service Portal | University of Twente \(utwente.nl\)](#)<sup>7</sup>
  - [Student BHV | Service Portal | University of Twente \(utwente.nl\)](#)<sup>8</sup>

### 5.2.4 Inclusion and diversity, social safety and accessibility

Truly inclusive initiatives start at the source. Ensure that your team is composed of individuals from diverse backgrounds, experiences, and ideas. This ensures that you consider perspectives that may not be immediately apparent. If you are unable to achieve sufficient diversity within your team, make sure to tap into the expertise and lived experiences of individuals who possess them, whether they are from within or outside UT.

A diverse team ensures 30% less risk in execution and leads to 20% more innovative input, according to a [2018 Deloitte Review](#)<sup>9</sup>. This gives you new insights you didn't have before and inclusion doesn't feel like a must but is the powerful basis for a great event. There may be situations where you cannot accommodate specific accessibility or inclusion needs and/or measures, but by identifying them, you can make an informed decision and be transparent in your communication with visitors/interested parties.

At our university, everything should be inclusive and feel safe for everyone, always. In some topics, ignoring inclusion is actually very detrimental. For example, in researching the future and in innovation but also in developing your personal (event) organisation skills. Diversity drives innovation, also for events. By being inclusive when putting together the event, you encourage innovation. Innovations thrive on a range of diverse voices. The only way you get more and better innovations is by being inclusive.

---

<sup>6</sup> <https://www.utwente.nl/en/service-portal/health-safety/safety-at-work/bhv-emergency-response-teams/company-emergency-service-bhv>

<sup>7</sup> <https://www.utwente.nl/en/service-portal/health-safety/safety-at-work/bhv-emergency-response-teams>

<sup>8</sup> <https://www.utwente.nl/en/service-portal/health-safety/safety-at-work/bhv-emergency-response-teams/student-bhv>

<sup>9</sup> [https://www2.deloitte.com/content/dam/insights/us/articles/4209\\_Diversity-and-inclusion-revolution/DI\\_Diversity-and-inclusion-revolution.pdf](https://www2.deloitte.com/content/dam/insights/us/articles/4209_Diversity-and-inclusion-revolution/DI_Diversity-and-inclusion-revolution.pdf)

#### 5.2.4.1 Social safety - transgressive behaviour during events

Addressing transgressive behaviour during an event requires a proactive and comprehensive approach to ensure the safety and well-being of all attendees. Here are some suggested strategies for dealing with such behaviour as an event organiser:

1. Create a clear and inclusive **code of conduct** that explicitly outlines acceptable behaviour and the consequences of transgressions. Make this code easily accessible to all attendees, both before and during the event.
2. Maintain a **visible security presence** throughout the event venue. This presence can act as a deterrent to potential transgressors and provide a sense of security to attendees.
3. Implement clear **reporting mechanisms** for attendees to report any incidents of transgressive behaviour. This can include dedicated reporting booths, anonymous reporting channels, or designated staff members who can be approached for assistance.
4. **Act immediately** when receiving reports of transgressive behaviour. Investigate and address each report promptly and impartially. Take appropriate action based on the severity of the incident, which may include warnings, removal of the individual from the event, or involvement of law enforcement if necessary.
5. **Provide comprehensive training** to event staff and security personnel on handling transgressive behaviour. This should include de-escalation techniques, conflict resolution, and sensitivity training to ensure a respectful and inclusive environment for all attendees.
6. **Promote awareness** of expected behaviour and the consequences of transgressions through event announcements, signage, and digital platforms. Encourage attendees to be vigilant and report any concerning behaviour they witness.
7. **Offer support services** for those affected by transgressive behaviour, such as dedicated spaces for individuals to seek assistance or access to trained counsellors. Ensure that these services are widely known and easily accessible.
8. **Document** incidents and contact moments to **evaluate** the event and improve future event editions.

By implementing these strategies, event organizers can foster a safe and inclusive environment, demonstrating their commitment to addressing transgressive behaviour and prioritizing the well-being of all attendees.

#### 5.2.4.2 Accessibility

As an event organiser, you want to host as many people from your intended target audience as possible. To do so, everybody needs to feel welcome and equal. People with disabilities need some facilities that allow them to experience an event as independently as possible. For instance, people with (physical and/or sensory) disabilities may need additional facilities that allow them to experience an event to the fullest. It's not always about independence, but this helps to experience an event to its fullest and it ensures that everyone feels welcome and equal at any event.

Different accessibility needs, require different measures; there is no one-size-fits-all approach or comprehensive checklist for making events accessible, because events have their own signature. Every event has its own size, target group, crowd movement, safety risks and accessibility that moves with it. For example, consider a viewing platform although not every visitor needs a place on the viewing platform (also known as the wheelchair platform). Provide proper information on accessibility measures and routing in your event communication such as invitations and websites.

The 'Theme Network Festivals and Events' has worked with various (experiential) experts with different disabilities and organisers to identify accessibility needs and opportunities. [The roadmap<sup>10</sup>](#) (Coalitie voor Inclusie, 2023) thus outlines a basis for accessibility. (See Separate appendix 5 Tekstversie-Routekaart-Toegankelijke-Festivals-mei-2023.pdf)

The roadmap consists of five chapters:

1. Accessibility agreements at festivals
2. Communication on accessibility
3. Festival production
4. Festival site
5. Festival experience

---

<sup>10</sup> <https://coalitievoorinclusie.nl/festivals-voor-iedereen/>

The roadmap describes various accessibility facilities and takes into account the organisational challenges of all production stages of an event. This includes visitors with physical, sensory, mental and/or intellectual disabilities and/or people with chronic illnesses.

For every event production, consult the roadmap. In addition, it is highly advisable to have all measures on accessibility reviewed in good time by the DE&I team<sup>11</sup>. They can advise you what is needed in terms of accessibility for people with disabilities and related safety.

Diversity, equity and inclusion applies to every event. For large events, it is mandatory to include chapters in the script/schedule on how situations are handled in regard to inclusion and diversity, transgressive and undesirable behaviour and how accessibility is ensured.

### 5.2.5 Food safety

If food is prepared, distributed or sold at an event, it must be done in a food-safe manner. The event organiser is responsible for this safety. To guarantee safety, the European Union has drawn up hygiene regulations for the food industry. In the Netherlands, the 'Warenwet' applies.

By using the services of the contract partner catering, food safety is guaranteed. The contract partner meets all legal requirements for processing, distributing or selling food.

Self-prepared food at events is not allowed. Handing out self-prepared food made at home is not allowed. An exception is made for private events (such as a team BBQ) under certain conditions. For these conditions, please contact CFM-Events.

### 5.2.6 Alcohol and drugs

Drug use is not allowed on campus. Consuming alcoholic drinks is only permitted in designated catering locations on campus or during activities organised by student associations; specific alcohol guidelines apply to the latter. This is covered in Article 1.2 of the house rules (6.2.1).

Event organisers must comply with the following rules regarding alcohol consumption:

#### 5.2.6.1 Responsible alcohol consumption

In the April 2021 the Executive Board adopted the policy on responsible alcohol consumption for the university. This contains guidelines and advice on dealing with the sale and consumption of alcohol on campus. As a university, we want to embody a safe, social and healthy campus. This includes the responsible use of alcohol.

Event organisers should adhere to the law -as laid down in the alcohol act- and the university alcohol policy and consider the following tips to contribute to a healthy campus:

- Prohibit sales or consumption of alcohol before 15:30 hrs.;
- Make sure sufficient non-alcoholic alternatives are available;
- Avoid the use of large glasses or cups (400/500cc), pitchers, kegs, volume discounts, etc.;
- Consider serving light beer (<3.5%);
- Avoid alcoholic drinking games;
- Provide (tap)water free of charge.

Responsible alcohol consumption applies to every event. For large events, it is mandatory to include a chapter in the script/schedule on how the (responsible) consumption and sale of alcohol is handled.

---

<sup>11</sup> <https://www.utwente.nl/en/service-portal/topics/inclusion/>

### 5.2.7 Smoking Policy

The entire UT Campus is a no smoking zone, with the exception of the residential areas. A number of student residences (Sky and Box) are located in the no smoking zone. The smoking ban does not apply to these buildings, but the area around these buildings is a no smoking zone. However, the building management may have its own house rules regarding smoking in the buildings.

The University Smoking Policy applies to alle activities and events within the scope of this event policy. The event policy does not affect the smoking policy. [Read the smoking policy on the UT service portal](#)<sup>12</sup>.

### 5.2.8 Hearing protection

The occupational health and safety standard for hearing protection is 80 decibels. Above this value, the employer must offer hearing protection according to the Occupational Health and Safety Act (Arbowet). The leisure standard is 88 decibels. At outdoor music events, the volume is usually between 90 and 100 decibels. In a festival tent or concert hall, it is between 95 and 103 decibels.

As an event organiser, you must also consider these health aspects of your staff and volunteers, but also of the visitors, and take measures if necessary. For employees and volunteers, it is mandatory to offer these free of charge when sound levels are above the safety standard. For visitors, consider giving earplugs away or offering them for sale.

More information and tips for event organisers on: <https://ilovemyyears.nl/en/>

### 5.2.9 General Data Protection Regulation (GDPR)

When creating a script/schedule, it is not allowed to include personal details of staff and/or students. Instead, describe roles in the documents and add the names and contact information separately in a (time limited) appendix. This makes it possible to easily remove personal data without losing the content of the script/schedule.

Names and UT phone numbers of employees should be used only for the purpose for which they are mentioned in the script/schedule and these details may not be disseminated or used for other purposes.

When organising events, also bear the GDPR rules on these topics in mind:

- Personal information on (conference) badges;
- Taking photos and filming at your event and;
  - Making an after movie;
  - Posting photos on your website.

More information on event photography and filming: [Fotograferen en filmen op evenementen | Autoriteit Persoonsgegevens](#)<sup>13</sup>

Event organisers have to comply to the University Privacy Policy. [Read the privacy policy on the UT service portal](#)<sup>14</sup>

---

<sup>12</sup> <https://www.utwente.nl/en/service-portal/health-safety/health/health-improvement-policies#smoking>

<sup>13</sup> <https://www.autoriteitpersoonsgegevens.nl/themas/internet-slimme-apparaten/beeldmateriaal/fotograferen-en-film-en-op-evenementen>

<sup>14</sup> <https://www.utwente.nl/en/cyber-safety/cybersafety/legislation/privacy-policy.pdf>

## 5.2.10 Insurances

### Event Insurance

The UT does not provide event insurance. Like the responsibility for funding the event, the responsibility either for choosing or not choosing insurance lies with the organiser.

### Liability Insurance

A third party liability insurance<sup>15</sup> covers all damage and harm caused by UT staff members, students, trainees, temp workers, guest lecturers, etc. to themselves or others when performing any work on the instructions of the UT.

## 5.2.11 Professional Security & Traffic Control Services

In occasional situations, there is an increased risk (e.g., due to a large number of visitors) requiring the use of a professional security company. CFM-Events will coordinate this with the organisation in consultation with Campus Security. In a similar case, it may also be decided that Traffic Control Services should be called in to regulate the influx of visitors and/or adequately implement a mobility plan. CFM-Events will engage the available contract partners for this purpose.

---

<sup>15</sup> <https://www.utwente.nl/en/service-portal/employment-personal-development/terms-of-employment/insurances#third-party-liability-insurance>

## 5.3 EXTERNAL EVENT ORGANISATIONS

We distinguish between events organised by (1) internal (UT) organisations and (2) external organisations with or without a relationship with UT.

External event organisers using (or planning to use) the university's buildings and/or event terrain are subject to all in this policy document. Additionally, the following rules apply.

### 5.3.1 Permission to use the campus grounds

As stated in 6.1.7.1 (Permission to use the campus grounds), use of the event terrain must always be preceded by a request for permission.

The director CFM and/or the Executive Board may decide to grant permission for external events on campus grounds, weighing the following criteria:

- There is a relationship with higher education and/or scientific research;
- There is a local, regional or national social interest;
- The event is open to students and staff of the university;
- The event meets the university's sustainability objectives;
- The event is in line with a healthy, safe and inclusive campus mindset;
- Risks are limited, also to the UT's reputation;
- The event may not generate any expenses for the University. These expenses include:
  - Cleaning and restoration of the grounds including the working hours of employees involved;
  - Working time of the Event Officers and other CFM employees. This includes preparation time, supervision during the event and time required after the event;
- Expected nuisance/disturbance is limited or well justifiable and the necessary legal exemptions have been granted.

CFM-Events will advise the director CFM and/or the Executive Board on this matter. Additional advice may be sought from other experts at the university such as the safety officers, the Marketing & Communication department or the legal department.

Permission for an event of an external organisation (and its added value for UT) is weighed and decided on a per event basis. Multi-year usage agreements are not possible. Rejection of an application can be given without providing reasons.

When permission is granted and the campus event terrain is to be used by an external event organiser, a usage agreement will be drawn up setting out the rights and obligations of both parties. All resulting costs will be at the expense of the organisation.

### 5.3.2 Comply with zoning plan requirements, or deviating therefrom

According to the zoning plan events on campus Event Terrains (Evenementenveld, Ganzenveld en Carillionveld) must be UT-related, i.e., have a relationship with education and scientific research. External events may not meet that requirement.

The event site on the university campus is area zoned 'green' and marked 'events'. On these grounds, the organisation of events is allowed as far as related to the zoning 'Maatschappelijk - Campus'. The grounds zoned for 'Maatschappelijk - Campus' are designated for facilities for higher education and scientific research or related facilities, including events in this context.

When events are being requested by external organisations, they do not necessarily have the relationship with higher education and scientific research, which means that an environmental permit must be applied for that allows for a different purpose for the events.

Deviations from the zoning plan and the necessary environmental permit to do so are at the expense of the university. The costs, consisting of the municipal fees plus the application and handling costs incurred by CFM, may be charged pro rata via the rental cost.

### 5.3.3 UT rules and regulations - Campus security department

Event organisers must comply with UT rules and regulations<sup>16</sup> in coordination with the Campus security department. CFM-Events can initiate contact with Campus Security after permission to use the premises is granted.

The organiser is obliged to coordinate all security aspects of the event with Campus security in advance and to implement Campus security's comments in the execution of the event.

#### 5.3.3.1 Campus smoking ban – No smoking zone

Part of the UT rules and regulations and as mentioned in 5.2.7 (Smoking Policy), the university is bound to abide by the smoking ban in accordance with Section 10 of the 'Tabaks- en rookwarenwet' and this obligation also remains in place at the time the premises are given in use to external organisations.

External organisations must display the no-smoking policy on their website, at ticket sales and at the entrance to the event site. The organisation may not condone smoking and there must be markable enforcement during the event. The smoking ban applies at all times, also during build-up and breakdown of the event.

Should a fine be imposed by the 'Voedsel- en Warenautoriteit' during the duration of the event, the university will notify the relevant organisation. The organisation will be responsible for payment of the fine and any other damage suffered.

### 5.3.4 Contract partners UT

The University has outsourced some work to contract partners. Both internal organisations and external organisations have to abide by these contracts. This therefore also applies to external event organisers who use buildings or grounds on the University campus for their events.

Event organisers must use the services of our contract partners unless there are reasons to deviate from them. That decision always involves the contracted party (through CFM-Events).

### 5.3.5 Sustainability efforts and reports

External organisations must commit to the university's sustainability objectives. This means that they must act in line with the university's objectives.

It is also mandatory to report on the measures the organisation has taken on this subject and their results.

Also see 5.4 Sustainability

### 5.3.6 Political and religious events

The UT does not wish to express any political or religious affiliation but does not shy away from debate. Closed meetings of external political or religious groups are in principle not facilitated.

All requests from external parties for political or religious events are consulted with the UT spokesperson (M&C department) to consider the possible implications. In case of doubt, the Executive Board will decide.

Internal events with a political or religious theme are allowed. For example, it is not unusual to go deeper into the various political positions of the political parties around political elections.

---

<sup>16</sup> <https://www.utwente.nl/en/service-portal/campus/rules-and-regulations>

## 5.4 SUSTAINABILITY

Events large and small are an important part of life on campus. While organizers want their events to have impact on their participants, the goal is to do so while having as little impact on the environment as possible. Therefore, the UT is working on realizing CO2 neutral events, circular events and congresses by reducing waste, transferring to low environmental impact food options and other sustainability criteria.

### 5.4.1 Sustainable events at a glance

- The UT initially focuses on realizing plastic-free events (following UT sustainable event guidelines), working towards CO2 neutral events, waste free and circular events, reusables are the norm.
- On-campus events organized by internal and external parties will report on and continuously improve their sustainability performance including but not limited to monitoring impact of energy, waste, water and food and drinks following the sustainable event guidelines of UT.
- Solely using renewable energy sources for events by 2028.
- Reduce the impact of food and drinks year by year and ensure to stay within the planetary boundaries 2028.

[Read more about events with\(out\) impact on the UT sustainability webpages<sup>17</sup>.](#)

### 5.4.2 Green Hub Twente - Sustainable Event Guidelines

To reduce the carbon footprint in Twente, Green Hub has created two powerful tools to help events become more sustainable: **the Events Guide** and **the Green Certificate**.

**The Events Guide** consists of five topics: Communication, Water, Waste, Food & Drinks, and Materials. It collects the best practices in organizing events, allowing the decrease of their environmental footprint and at the same time sacrificing as little fun as possible.

**The Green Certificate** helps analyse how sustainable your event is with a use of a special questionnaire. The focused topics are Communication, Catering, Energy & Transit Footprint, and Materials & Waste. The checklist can be also used in the earlier stage of the event design to get some inspiration and directions to go.

<https://www.utwente.nl/en/sustainability/green-hub-twente/more-sustainable/for-events/>

---

<sup>17</sup> <https://www.utwente.nl/en/sustainability/sustainability-on-campus/themes/events/>

## 5.5 EVENT COMMUNICATION

### 5.5.1 Information at the UT Service portal about organising events

After implementation of this policy, clear information will be provided on the service portal in relation to organising an event on campus. Here, information will be provided on, among other things: rules, preconditions, frameworks and the process. This includes the smoking policy, policy on responsible alcohol consumption and house rules.

On the service portal, you will also find info on the booking process, important timelines, catering and the contract partners to be used. Since not all locations are bookable through the Booking Office, we'll provide an overview of bookable locations and their contact details.

Every event on campus starts at: [Organising events / booking support | Service Portal | University of Twente \(utwente.nl\)](#)<sup>18</sup>. This is the starting point to gather information and understand the rules and procedures for successfully organising an event.

#### 5.5.1.1 Digital toolbox

From the implementation of this policy, CFM-Events will work on a digital toolbox on the service portal to clarify the diversity of actions and obligations. This toolbox will be made up of building blocks to be used, depending on the type of event, to organise the event properly. Also see 5.1.4 Distinction by characteristics.

#### 5.5.1.2 Event calendars

In the service portal, we will provide (links to) calendars to identify important activities that might interfere with an event, such as exam weeks, holidays, planned work on buildings or grounds, Grolsch Veste soccer matches. This will be in the form of references to existing calendars or information where available.

### 5.5.2 Contact with Events and the Booking Office

Contacting CFM-Events or the Booking Office can be done in various ways. In order to process requests as efficiently as possible, there are three possible forms of contact.

1. The (preferred) first method is to complete the available web forms. CFM-Events and the Booking Office share application forms on the service portal in order to collect the relevant data for processing the application. Failure to complete these forms in full may result in delay of the application.
2. The second method is by contact by phone through the Booking Office or CFM-Events. This is often the follow-up step when the request cannot be processed properly via the web forms. Due to limited availability (opening hours, working hours and staff availability), direct contact may not be possible.
3. The third method is personal contact with an event coordinator via an appointment. Especially for larger events, this is a logical step after making contact via the first two methods. When the application is complex (this may be related to safety, number of visitors, increased risks etc.), this is a mandatory step.

### 5.5.3 Communication channels / Promotional activities on campus

An overview of event promotion opportunities is available on the service portal. This lists the ways and channels to use the narrowcasting screens in the buildings and LED screens on campus. It also describes how to submit news for the news channels for students and employees.

Read the available options, procedures and rules on our service portal.<sup>19</sup>

---

<sup>18</sup> <https://www.utwente.nl/en/service-portal/campus/organising-events-booking-support/>

<sup>19</sup> <https://www.utwente.nl/en/service-portal/communication/internal-communication/communication-channels-promotional-activities-on-campus>

### **5.5.3.1 Use of poster display columns**

The random plastering of posters and other expressions on the campus is strictly prohibited. Posters and flyers may be pasted only on the 20 adhesive pillars placed for this purpose.

[Read the rules about attaching posters on our service portal.](#)<sup>20</sup>

### **5.5.4 Informing UT citizens and neighbours**

An event calendar will be provided to inform campus residents, students and staff of expected disturbances such as noise production, road closures and other inconveniences. Local residents will be kept informed by mail.

---

<sup>20</sup> <https://www.utwente.nl/en/service-portal/facility-services/maintenance/attaching-posters-on-the-campus>

## 6. RESPONSIBILITIES AND SANCTIONS

### 6.1 RESPONSIBILITIES OF THE EVENT ORGANISER

Most of the responsibilities described are for the organiser of the activity or event. We do this to clearly indicate what the organiser needs to think and work on. The organisation can of course take this up as a group, but the event applicant is ultimately the one with final responsibility for the matters described below.

#### 6.1.1 Health and safety requirements

The organiser is responsible for taking measures to provide a safe environment. This should be done by:

1. following UT's house rules;
2. following UT's health and safety rules;
3. carrying out a risk analysis together with CFM-Events;
4. following instructions from CFM-Events and/or Campus Security;
5. organising Basic Emergency Response or engaging an event care organisation for larger events;
6. take measures to ensure a socially safe and accessible environment;
7. ensure safety in terms of food, alcohol consumption and hearing protection;
8. ensuring the privacy of employees and visitors;

#### 6.1.2 Other responsibilities

The organiser is also responsible for:

1. funding the event;
2. obtaining the necessary permits and exemptions;
3. taking measures in line with UT's sustainability objectives;
4. creating conditions for a healthy campus;
5. using UT's contract partners under the applicable contract conditions;

### 6.2 OTHER RESPONSIBILITIES

#### 6.2.1 CFM-Events

CFM-Events is responsible for:

1. keeping up to date with current legislation and guidelines relating to event organisation;
2. dealing with event applications (in a timely manner) when submitted within time-dependent frameworks;
3. correctly guiding and advising event organisers.

#### 6.2.2 Campus Security (CFM)

Campus Security is responsible for:

1. ensuring compliance with the requirements and conditions imposed on notified activities and events;
2. enforcing and applying sanctions when requirements and conditions are not met;
3. calling in emergency services and security authorities when necessary.

#### 6.2.3 Building Caretakers & Real Estate (CFM)

This department of CFM is responsible for:

1. Maintenance of event locations and facilities

## 6.3 SANCTIONS

### 6.3.1 Stopping the activity or event

Campus Security can independently (or at the request of CFM-Events or a UT safety officer) stop an activity/event immediately if the requirements or conditions set are not met or if safety is not (or no longer) guaranteed. CFM management will be informed by means of a security report containing the organiser's details.

If Campus Security has doubts about the course of the event, consultations will be held with CFM management and/or the UT safety officer. Based on that consultation, a decision will be made whether or not to stop the event.

### 6.3.2 Administrative measures

- Penalties and fines arising from the organised events, such as noise violations, will be charged in full to the organisers.
- When (student) organisations repeatedly fail to comply with agreements made regarding the organisation of an event, administrative measures may be taken by the UT. How this will be shaped depends on the outcome of this issue in the implementation plan.

## 7. WORKS CITED

Coalitie voor Inclusie. (2023, mei). *Festivals voor iedereen*. Opgehaald van Coalitie voor inclusie: <https://coalitievoorinclusie.nl/festivals-voor-iedereen/>

*Mandaat- en volmachtregeling Universiteit Twente*. (2021, 06 21). Opgehaald van [www.utwente.nl](http://www.utwente.nl): <https://www.utwente.nl/organisatie/structuur/bestuur/downloads/mandaatregeling-ut.pdf>

Stichting Evenementenhandboek. (2019, 09). *Nederlands Handboek Evenementen Veiligheid 1.0*. Retrieved from Evenementen handboek Veiligheid: <https://evenementenhandboek.nl/>

Veldnorm Evenementenzorg. (2019, maart). Opgehaald van Veldnorm Evenementenzorg: <https://www.evenementenzorg.nl/>

VNG. (2018). *Algemene plaatselijke verordening (APV)*. Retrieved from VNG | Vereniging van Nederlandse Gemeenten: <https://vng.nl/rubrieken/onderwerpen/algemene-plaatselijke-verordening-apv>

## 8. APPENDICES

### 8.1 SEPARATE APPENDICES

1. Events vision: 20170919-visie-events.pdf (Dutch)
2. Nederlands handboek Evenementen veiligheid 1.0: NHEV-sep2019DEF3.pdf (Dutch)
3. VeldnormEvenementenzorg\_Versie1.pdf (Dutch)
4. Tekstversie-Routekaart-Toegankelijke-Festivals-mei-2023.pdf (Dutch)
5. Usage Educational Space ENG final.pdf

UNIVERSITY OF TWENTE

Drienerloaan 5  
7522 NB Enschede

P.O.Box 217  
7500 AE Enschede

P +31 (0)53 489 9111

[info@utwente.nl](mailto:info@utwente.nl)

[www.utwente.nl](http://www.utwente.nl)