WELCOME TO THE UNIVERSITY OF TWENTE
# TABLE OF CONTENTS

WELCOME TO THE UNIVERSITY OF TWENTE .......................................................... 4
DEAR NEW COLLEAGUE, .................................................................................. 4
ABOUT UNIVERSITY OF TWENTE ..................................................................... 4
AFAS .................................................................................................................. 5
STRATEGY SHAPING 2030 .................................................................................. 5

CHECKLIST FOR NEW EMPLOYEES ................................................................. 6

ORGANISATION SET-UP ..................................................................................... 9

FACULTIES AND RESEARCH INSTITUTES ....................................................... 10
FACULTIES ......................................................................................................... 10
RESEARCH INSTITUTES ................................................................................... 10

SERVICE DEPARTMENTS .................................................................................. 11
1. GENERAL AFFAIRS .................................................................................... 11
2. CENTRE FOR EDUCATIONAL SUPPORT ................................................... 11
3. FINANCE ...................................................................................................... 11
4. CAMPUS & FACILITY MANAGEMENT ....................................................... 11
5. HUMAN RESOURCES .................................................................................. 11
6. LIBRARY, ICT-SERVICES & ARCHIVE ....................................................... 11
7. MARKETING & COMMUNICATION ............................................................ 12
8. STRATEGY & POLICY .................................................................................. 12
9. PARTICIPATION (UNIVERSITY COUNCIL) ................................................ 12
10. OPUT ........................................................................................................... 12

WHAT YOU NEED TO KNOW .......................................................................... 13
CAO NU ............................................................................................................. 13
SALARY PAYMENTS AND DIGITAL SALARY SPECIFICATIONS ......................... 13
EMPLOYMENT PATTERN .................................................................................. 13
DAILY WORKING HOURS ................................................................................ 13
NON-STANDARD WORKING HOURS ................................................................ 13
FULL-TIME EMPLOYMENT ............................................................................ 13
ENGLISH LANGUAGE PROFICIENCY ................................................................ 14
COLLECTIVE INSURANCE ............................................................................. 14
TRAVEL INSURANCE ...................................................................................... 14
INCOME INSURANCE IN THE EVENT OF INCAPACITY FOR WORK ..................... 14
DEVELOPMENT AND MOBILITY .................................................................... 15
DIVERSITY & INCLUSION ............................................................................. 15
HEALTH & SAFETY ....................................................................................... 15
WORKING FROM HOME ............................................................................... 16

HOW TO STAY INFORMED ............................................................................ 16
EMPLOYEE PORTAL ......................................................................................... 16
CAMPUS APP .................................................................................................. 16
SOCIAL MEDIA ................................................................................................ 16
U-TODAY ......................................................................................................... 16

CAMPUS ........................................................................................................... 17
GP, DENTIST AND PHYSIOTHERAPIST ............................................................ 17
SPORTS ON CAMPUS .................................................................................... 17
PARKING .......................................................................................................... 17
NO SMOKING ................................................................................................... 17
MAP OF THE UT ............................................................................................. 17
ACCESS TO BUILDINGS AFTER CLOSING TIME ............................................ 18

ICT AND TELEPHONES ................................................................................... 18
ICT ASSISTANCE VIA TEAMVIEWER ............................................................. 18
WIRELESS INTERNET ..................................................................................... 18

SOCIAL ACTIVITIES AT THE UT ...................................................................... 19
UT’S STAFF ASSOCIATION UT KRING ............................................................. 19
WELCOME TO THE UNIVERSITY OF TWENTE

DEAR NEW COLLEAGUE,
Congratulations on your new job at the UT!
This introductory booklet will help you with everything you need to know to get started quickly in your new job. This booklet contains valuable information on the organization and the UT campus, information and news about the UT, important matters related to your employment contract, and a useful checklist for new employees.
We wish you all the best in your career at UT!

Best regards,
Human Resources

ABOUT UNIVERSITY OF TWENTE
At the University of Twente, we are pioneers in fusing technology, science and engineering with social sciences to impact the world around us. Our driving force as students, scientists and educators is a deep sense of connection with people who share a curious, entrepreneurial spirit.

Watch the story of the University of Twente in the short Corporate film Curiosity.

The University of Twente is a multicultural community of talented, ambitious people that offers students, scientists and educators from around the world the best possible conditions:

- An innovative and vibrant smoke-free campus with world-class facilities for crossing boundaries and solving complex problems — including state-of-the-art facilities, such as our world-renowned NanoLab, our newly formed DesignLab and a new TechMed Centre currently.
- An engineering approach to societal challenges, merging fundamental technological and social science research with systematic solution designing.
- Core technologies, among the world’s best, in fields such as nanotechnology and biomedical engineering, IT, robotics and geo-information science.
- Highly personal education, applying student-driven learning and project-based teamwork to foster synergy, (self-)discovery and out of the box problem-solving.
- An outstanding track record in value creation, starting up and spinning off new businesses (with some 1,000 successful ventures to date) and giving shape to new expressions of social and industrial engagement.

Would you like to learn more about our focus on societal challenges? Go to utwente.nl/research.
AFAS

From 1 January 2021 UT has a new HR and payroll system called MyHR/Afas. This is a new platform where you can manage your personal details regarding your job, such as submitting a leave request, report sick leave or change your address. On the webpage Shaping HR: AFAS HR/Payroll system | Service Portal | University of Twente (utwente.nl) you can find the most important aspects to know your way around, for example an instruction animation, FAQ, background information project and where to go for contact & support.

Afas pocket

With the Afas pocket you can submit a leave request, report a sick leave and approve your tasks and identifying signals. More information you can find on Shaping HR: AFAS HR/Payroll system | Service Portal | University of Twente (utwente.nl).

Watch the instruction video and find out the most important aspects of MyHR/Afas briefly so that you will know your way around.

STRATEGY SHAPING 2030

The UT is developing a new mission, vision and strategy: Shaping 2030. The mission will outline our purpose, what goals we intend to pursue and what sets us apart from our competition. The vision will describe what we want our organization to look like in 2030, what our long-term ambitions are and what our course should be over the next ten years. Finally, the strategy will translate these abstract goals into concrete, achievable plans. At the core of this strategy are the following three development areas:

- Social
- Sustainable
- Digital

CHECKLIST FOR NEW EMPLOYEES

The aim of this ‘Welcome to the University of Twente’ introductory booklet is to inform you as best we can on a variety of subjects that apply to the University to Twente (UT). The following subjects, however, require your special attention in order to get started quickly and/or to address certain matters efficiently. It is advisable to use this checklist and to take action when necessary!

<table>
<thead>
<tr>
<th>SUBJECT</th>
<th>MORE INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Card</td>
<td>As an employee of the UT you will receive an employee card at the start of employment. You can use this card for identification purposes and to use the various facilities of the UT, including the copy machine, follow-me printing, access to buildings, etc. The card is strictly personal and is provided with your photograph (you have uploaded when entering the employment contract) and UT number (M number). The card is not allowed to be used by others. The employee card is issued by the ICT Service Desk. The employee card is requested by your HR unit and can only be picked up by appointment. You will be informed by the ICT Service Desk. Location and opening hours of the ICT Service Desk. The ICT Service Desk is open from 10.00 – 12.00 and 13.00 – 15.00 hrs. The ICT Service Desk is located in the Citadel building. Access via the O&amp;O square.</td>
</tr>
<tr>
<td>People Pages</td>
<td>People Pages (NL: personen.utwente.nl / EN: people.utwente.nl) is more than just the university’s phone directory. It also provides full profile pages for all employees. Available information from other systems will be displayed automatically (for example your publications, the courses you teach, link to your department website) and you can add your own texts (biography, your projects, social media etc.). Documentation is available on people.utwente.nl/ .</td>
</tr>
<tr>
<td>ICT account</td>
<td>Upon entering your employment an account and e-mail address will be created for you automatically. Use your e-mail address as your login name. With your e-mail address you have access to ICT facilities.</td>
</tr>
<tr>
<td>Cyber Safety</td>
<td>As an employee you want to work safely online and you value your own privacy and that of others. Please go to the cyber safety website to find out what has been arranged by the UT what you can do yourself. You will find information about relevant legislation and the UT policy, an explanation of security incidents and how to report them and tips to protect yourself. Read more at <a href="http://www.utwente.nl/en/cyber-safety">www.utwente.nl/en/cyber-safety</a>.</td>
</tr>
<tr>
<td>Selfservice via MyHR/AFAS online</td>
<td>From 1 January 2021 UT works with the HR and payroll system called MyHR/Afas. This is a new platform where you can manage your personal HR affairs such as submitting a leave request, report sick leave or change your address. Via the employee portal or via myhr.utwente.nl you can login to MyHR (Afas online). Use your UT email address and password. Please note: UT uses Multi Factor Authentication (MFA). Go to utwente.nl/lisa to find more information. If you have logged in to a different application using MFA earlier in the day, this extra authentication step is not required for MyHR. More information you can find on utwente.nl/afas.</td>
</tr>
<tr>
<td>Working pattern in part-time employment</td>
<td>Does your working pattern change? You can also arrange this yourself via MyHR/Afas. A correct working pattern is important in order to calculate your entitlement to hours of leave. This only applies if you do not have a full-time employment contract. Via MyHR/Afas “change working pattern” you can change your working pattern.</td>
</tr>
<tr>
<td>Selfservice ICT products</td>
<td>You can order various ICT-related products and services via selfservice.utwente.nl</td>
</tr>
<tr>
<td>Health insurance MENZIS</td>
<td>The UT has taken out a collective healthcare policy for its employees and their family with healthcare insurer Menzis (collectivity number 58908 and 20340). More information on collective insurance policies: <a href="http://www.utwente.nl/hr/en/terms-of-employment/insurances/">www.utwente.nl/hr/en/terms-of-employment/insurances/</a></td>
</tr>
</tbody>
</table>
### ABP value transfer
As a UT employee you participate in a pension scheme with the ABP. You can find all your current ABP pension information at [www.abp.nl](http://www.abp.nl).

**Please note:** If this is your first position with an employer affiliated to the ABP, there is a period of 6 months in which you need to make some choices:
- If you live together with your partner, you can also register your partner; pension rights accrued in other pension schemes can be transferred to ABP; supplementary pension scheme. You can contact the ABP customer service for questions about your pension situation. The UT also offers the opportunity to consult a pension adviser during an ABP consultation hour at the UT. You can register for this using the online ABP reservation tool: [online REServeren.abp.nl](http://online REServeren.abp.nl/).

### Income insurance in the event of incapacity for work
In addition to the statutory insurance under the laws on Work and Income in Accordance with Capacity for Work (WIA) and the Incapacity for Work Pension (AAOP), the UT has taken out an insurance policy with Loyalis for all its employees against the loss of income due to partial incapacity for work (IPAP). The premium for this is paid for you entirely from Employment Funds. This has been achieved in collaboration with the OPUT (trade unions). In the event that an employee becomes partially incapacitated for work, the IPAP will provide an income of 70% of your last earned salary. For full incapacity for work, the university has taken out a framework scheme. If you apply for this insurance within one month of starting your employment or within one month after entering into a partner relationship, you will be accepted without medical conditions. For more information about the coverage and the premium, go to UT website under “insurances” or to the website of [elipsLife.com](http://elipsLife.com) for the extensive brochure.

### Surviving dependants act (ANW) shortfall insurances
Since the decline of the Anw compensation from the ABP survivor’s pension as of 1 May 2018, the UT has entered into an agreement with the insurer elipsLife. The insurance offers extra income for the surviving relative in the event of death. If you wish, you can voluntarily register for this insurance. If you apply for this insurance within one month of starting your employment or within one month after entering into a partner relationship, you will be accepted without medical conditions. For more information about the coverage and the premium, go to UT website under “insurances” or to the website of elipsLife.com for the extensive brochure.

### Introduction for new employees
Introductory meetings for new employees are held on a regular basis. Each new employee sees in AFAS in the task list an invitation for the next meeting after commencement of employment. We recommend attending this meeting, as this will help to get settled in quickly. Some of the topics that will be addressed during the meeting are:
- The mission, vision and strategy of the UT
- The UT as an organization and as an employer

More information is available on the HR website: [www.utwente.nl/hr/en/recruitment-internationalisation/introduction/](http://www.utwente.nl/hr/en/recruitment-internationalisation/introduction/)

### Introduction for teachers
Are you a teacher or coordinator looking for direct support with your education or do you want to work on your own professionalization? Contact our colleagues from Centre of Expertise in Learning and Teaching (CELT).

### Optional model for employment conditions
Employees of the UT can make use of the optional model for employment conditions. Via the optional model you can exchange certain employment conditions for other employment conditions. In this way, you create your own package of employment conditions that matches your wishes and personal situation. The Optional Model for Employment Conditions can be found in MyHR/Afas, under “Optional Model for Employment Conditions”. You can choose your targets throughout each calender year, you do not need to choose all your targets at once. Additional information is available at [www.utwente.nl/en/hr/terms-of-employment/optional-model/](http://www.utwente.nl/en/hr/terms-of-employment/optional-model/).

### Homework allowance and commuting allowance
In order to get the right homework allowance and commuting costs, it is important that you fill in the correct details of your homework pattern and the choice of whether you use public transport or another means of transport for your commute. Enter the correct information in MyHR at commuting expenses/working from home.
<table>
<thead>
<tr>
<th>Leave</th>
<th>You can apply for leave via MyHR/Afas, under “leave portal” or via the Afas Pocket app. Here, you can see exactly how many hours of leave you have left. Your supervisor then approves / decreases the leave. You can make various leave requests such as regular leave, special leave, birth and parental leave. Do you work parttime? A correct working pattern is important in order to calculate your entitlement to hours of leave. Via MyHR/Afas “change working pattern” you can change your working pattern. <a href="http://www.utwente.nl/hr/en/terms-of-employment/leave/">www.utwente.nl/hr/en/terms-of-employment/leave/</a>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary and collective closingdays</td>
<td>Your salary will be paid around the 24th day of the month. The university has a number of collective closing days, these are called ‘brugdagen’ (collective closing days). On these days all staff are required to take a day off. An overview of the salary payments and collective closing days can be found on the HR site, under ‘Arbeidsvoorwaarden’ (Terms of employment): [Salary and remuneration</td>
</tr>
<tr>
<td>Illness</td>
<td>If you are unable to work due to illness or an accident, you are entitled to (partial) continued payment of your salary. To be eligible for this arrangement, you are expected to meet a number of conditions. These have been set out in the procedure for reporting absence. Both you and your manager play an important role in making sure that you get healthy again and are able to return to the work process quickly. Always report absence to your manager before 9:00 hrs. <a href="http://www.utwente.nl/hr/en/terms-of-employment/absence-reintegration/">www.utwente.nl/hr/en/terms-of-employment/absence-reintegration/</a>.</td>
</tr>
<tr>
<td>Barrier passes for the UT Campus</td>
<td>Barrier passes are, in principle, only for UT staff with a car that is registered under their own name and address, with a postcode on the campus or the area to the north of the campus. More information is available on the website: Campus Facility Management.</td>
</tr>
<tr>
<td>Access to buildings / spaces</td>
<td>If you want access to certain secured areas in buildings, or if you still want to have access to the building in which you work outside office hours, you can request this. More information via the website of the Facility Service Centre (CFM): Campus &amp; Facility Management (CFM)</td>
</tr>
<tr>
<td>Employee portal</td>
<td>The employee portal is where you can find all internal communications and events. On the basis of your profile information, you will automatically receive all messages in the portal that are relevant to you (news for UT as well as all news for your unit). In addition, you can subscribe to news and events on the basis of the subject, the building, the sender or the target group. Go to your personal settings (click on your profile picture) and subscribe so you will always be informed about the subjects you prefer. The portal can be accessed through: employees.utwente.nl. If you have messages you would like to share, please fill in the News and Events submission form (See HELP box in the time line of the portal). The editorial department can be reached by sending an email to: <a href="mailto:staff-news@utwente.nl">staff-news@utwente.nl</a>.</td>
</tr>
<tr>
<td>Library account and card</td>
<td>As a new staff member you automatically receive a library account with your employee card. With this account you can manage your borrower information, make reservations and book renewals. The UT number on the card is the user name of your library account. Through Find UT (university library), you can request a password. Choose Library Links and click on Borrower information.</td>
</tr>
<tr>
<td>List of UT abbreviations</td>
<td>The UT uses many abbreviations. A list of abbreviations has been created to help out: Abreviation-list.</td>
</tr>
<tr>
<td>Ancillary activities</td>
<td>Ancillary activities are looked upon favourably at the UT. Permission is, however, required. Registration of the ancillary activities and permission is via MyHR/Afas, personal details, “ancillary activities” Additional information is available at: <a href="http://www.utwente.nl/hr/en/terms-of-employment/ancillary-activities/">www.utwente.nl/hr/en/terms-of-employment/ancillary-activities/</a>.</td>
</tr>
<tr>
<td>Code of Conduct Confidential advisors</td>
<td>The UT has a Code of Conduct for employees, which includes an ICT Code of Conduct. Additional information: <a href="http://www.utwente.nl/hr/en/terms-of-employment/cao-regulations-codes-conduct/">www.utwente.nl/hr/en/terms-of-employment/cao-regulations-codes-conduct/</a>. The confidential advisor advises and supports individual staff members who are confronted with unacceptable behaviour like intimidation, (sexual) harassment, aggression, violence, discrimination, bullying or stalking. UT staff can also approach the confidential advisor in case of a workplace conflict related to or arising from unacceptable behaviour. Confidential advisors at the UT.</td>
</tr>
<tr>
<td>Housing</td>
<td>The University of Twente guarantees to offer all staff members, PhD researchers and guests who need an entry visa and/or residence permit timely, appropriate and affordable furnished housing via housingportal Roomspot. In case you are looking for a house or apartment instead of a room, for example because you wish to relocate together with your family, we advise you to broaden your search to other alternative accommodation. The University of Twente doesn't offer housing services for one's family.</td>
</tr>
</tbody>
</table>
ORGANISATION SET-UP

The University of Twente reports to the Ministry of Education and to the Supervisory Board. The management team of the organisation consists of the Executive Board (EB), the deans of the faculties, and the directors of the institutes. The Executive Board is supported and facilitated by eight support departments. A description of these departments can be found below. The University Council (UC) is the central participation body of the UT. The UC frequently consults with the Executive Board. The University Council has a say in the policy of the UT at a central level.
FACULTIES AND RESEARCH INSTITUTES

FACULTIES
The education (Bachelor’s and Master’s programmes) and research are organized within our five faculties:
- Behavioural, Management and Social Sciences (BMS);
- Faculty of Engineering Technology (ET);
- Faculty of Electrical Engineering, Mathematics and Computer Science (EEMCS);
- Geo-Information Science and Earth Observation (ITC);
- Faculty of Science and Technology (TNW).

RESEARCH INSTITUTES
In our research institutes the University of Twente connects technology (High Tech) to human behaviour and social relevance (Human Touch).
- Digital Society Institute;
- Mesa+ Institute;
- TechMed Centre.

Watch the animation video below to learn more about how our organisation is structured.
SERVICE DEPARTMENTS

1. GENERAL AFFAIRS
The General Affairs department supports the Secretary of the University. It consists of the Supervisory Board Support Department, Operational Audit, the Innovation Lab, the Projects Office and U-Today. More information on General Affairs is available at: www.utwente.nl/az/en/.

2. CENTRE FOR EDUCATIONAL SUPPORT
The Centre for Educational Support (CES) of the UT handles all support activities for students, such as student guidance and information, registration of certificates, international office, study progress and timetables. Read more on the CES at: www.utwente.nl/ces/en/.

3. FINANCE
The Financial department has a policy-supporting, supervisory and executive role with respect to financial matters. This concerns the primary process as well as the university’s administration. Its tasks are carried out within the departments Financial services, Financial Business Support and Financial Governance & Compliance.

The mission of Finance department has been phrased as follows: ‘The formulation, implementation and monitoring of the financial, economic and administrative policy on the basis of the strategic objectives of the university. These activities are intended to provide the university’s management with an optimal management and administrative instrument that will guarantee effective and efficient use of financial resources.’ More information is available at: www.utwente.nl/en/fin/.

4. CAMPUS & FACILITY MANAGEMENT
The Campus & Facility Management department puts its enthusiasm and hard work at the service of all campus users, and aims to support them in achieving their various goals. This means that we provide support for teaching and research on a campus with a lively community where everyone feels at home.

Discover the campus and its possibilities. No matter whether you’re familiar with the campus or not: everyone will be able to discover something new.

There are numerous activities you can join: prepare to be surprised by the lively atmosphere on our campus. Want to organize an event? Attend a show? Get involved in sports? No need to look further – it’s right here. www.utwente.nl/en/cfm/.

5. HUMAN RESOURCES
The UT aims to offer its staff a stimulating environment in which you can excel in your field of expertise. An inspiring, challenging, flexible and sustainable environment for (scientific) talent. Faculties, units and employees are supported in this by the HR department. HR’s core activities are: Terms of employment and legal status, career development and professional development, safety, health and the environment, recruitment and internationalisation. Additional information is available at: www.utwente.nl/hr/en/.

6. LIBRARY, ICT-SERVICES & ARCHIVE
Library, ICT and Archive are combined in one department LISA. Our services are highly diverse, but in common is the growing importance of digitalization to the University of Twente. By combining the efforts, LISA can offer better and more efficient support to research, education and operational management. The benefits show, for example, in the management of research data and in ICT & Education. LISA offers support to students, employees and guests.

LISA provides advice and support with all questions or problems in the field of ICT. On the site of LISA you can find various manuals and the maintenance calendar. Via team viewer you can get remote IT assistance.

Lisa aims to continually improve and innovate our services. This is best achieved in consultation with the people for whom LISA provides the services: the staff and students of the UT. All feedback is welcome, from tentative suggestions to elaborate ideas for improvement and innovation. Visit our website: www.utwente.nl/en/service-portal/services/lisa/.
7. MARKETING & COMMUNICATION
Marketing & Communication department (MC) plays a pivotal role between the Executive Board, other departments, faculties, institutes and the world outside of the University of Twente. MC assists in the realisation of the strategic plan by firmly positioning the University of Twente in the market and by ensuring optimum communication between the university and the various target groups. The marketing and communication strategy of MC focuses on the primary objectives: higher visibility and profiling; inflow and recruitment (of the desired quality and quantity) and raising and retaining internal and external ‘ambassadors’. MC is divided into three sections: Marketing, Communication and MediaLab. More information on MC and a summary of the products and services catalogue can be found at: www.utwente.nl/mc/en/.

8. STRATEGY & POLICY
Strategy & Policy department (SP) supports (the Executive Board of) the UT in formulating, shaping, monitoring, evaluating and reinforcing the strategy. It also plays an important supporting role in the further implementation of Vision 2020. SP focuses on the general strategy of the UT (‘corporate strategy’), rather than on the functional strategy (HR, Finance, etc.). More information about SP can be found at: www.utwente.nl/en/sp/.

9. PARTICIPATION (UNIVERSITY COUNCIL)
Some people love them, some people just see them as a necessary evil. Still, the University of Twente’s various participation councils play a vital role in our academic community: they represent our staff and students. Not only do they provide important checks and balances on university policy, but they also help shape it. This includes policy areas such as education, research, human resources, facilities and finance.

UT has participatory bodies at various levels, each with its own remit. The University Council is the university’s central representative body, and as such meets with the Executive Board on a regular basis. Consultation also takes place at lower levels through the faculty councils and the service department councils, which involves, respectively, the relevant deans and department heads. Members of the University Council, the faculty councils and the service department councils are chosen directly. Members of the institute councils, on the other hand, are appointed by the university’s scientific director on the joint recommendation of the relevant faculty councils. The standard term of office is two years for staff and one year for students.

Would you like to participate in the participation council? Information can be found on the site: Participation of the UT.

10. OPUT:
Negotiations on employee matters concerning terms of employment and legal status are a responsibility of the Executive Board and take place in local employee consultations referred to as “OPUT”. The OPUT represents the interests of the employees of the university and ensures good working conditions, safety and health, and equal treatment. OPUT ensures that the collective labour agreement for Dutch Universities is adhered to. OPUT uses employment funds to improve the working conditions for employees.

OPUT ensures that the collective Agreement of Dutch Universities (CAO) be implemented with employment funds. OPUT improves the working conditions for employees.

If you want to support the trade unions and OPUT you can become a member of one of the participating unions. More information can be found on the website of OPUT: www.utwente.nl/oput and in the digital folder www.utwente.nl/nl/oput/folder-oput/folder.pdf.
WHAT YOU NEED TO KNOW

CAO NU
All universities in the Netherlands have made collective labour conditions arrangements for their employees at a sectoral level: CAO NU. CAO NU regulates terms of employment such as salary, pension, leave and social security. CAO NU is a standard collective labour agreement. This means that some terms of employment can be further specified at the level of the organization. The CAO NU is arranged by the Association of Dutch Universities (employer organization) and four employee organizations. For more information: www.utwente.nl/hr/en/terms-of-employment/cao-regulations-codes-conduct/.

SALARY PAYMENTS AND DIGITAL SALARY SPECIFICATIONS
Your job profile, the level of your position and your salary scale are determined in observance of the rules of the ‘University Job Classification’ (UFO) system. Taking into account your education and experience, a salary scale has been agreed with you within the salary scale. More information about salary and remuneration you can find on Salary and remuneration | Human Resources (utwente.nl)
Curious to know when your salary will be paid? Check then the HR site: Salary and remuneration | Salary payment | Human Resources (utwente.nl)
Via MyHR/Afas, “salary slips”, you can retrieve your own salary specification. At the beginning of the year you receive an annual salary statement of the previous calendar year: an overview of your total salary, contributions and tax. Via MyHR/Afas you can retrieve this document.

EMPLOYMENT PATTERN
If you work part-time, the days on which you work need to be registered for correct calculation of your leave entitlement. Use the web application ‘Arbeidspatroon’ (Employment Pattern) to register your working days.

DAILY WORKING HOURS
Daily working hours are in the morning from 8:30 to 12:30 and in the afternoon from 13:15 to 17:15. If you do not want to work at these hours, you can arrange different working hours with your manager. Starting point is that the formal working hours per working day must be no more than 8 hours and that your working hours are between 7:30 and 18:00. Arrangement for breaks must be in accordance with the Working Hours Act.

NON-STANDARD WORKING HOURS
Some positions are subject to special requirements, which may also involve different working hours. This applies, for example, to employees who are employed in education, at the laboratories, in the workshops, in the restaurant, at the sports facilities, and in security. If special working hours apply to your job, you will receive a written confirmation of this. Under exceptional circumstances, work may be stopped in consultation with the Human Resources department. In the event of high temperatures the manager of your faculty or department may set changed working hours.

FULL-TIME EMPLOYMENT
At the UT full-time employment is based on 38 working hours per week. Salary is therefore paid for 38 hours per week. In practice, a working week in case of full-time employment consists of 40 working hours. This results in a surplus of 2 hours per week. This is compensated in the form of 96 extra leave hours per year. This only applies in the case of a full-time employment, and not for employees with an employment contract for less than 38 hours.
ENGLISH LANGUAGE PROFICIENCY
From January 1st 2020 the main language at the UT will be English. The following aspects are important:

- Inclusion is the guiding principle in communication on campus. When communicating with non-Dutch employees or students, the official language is English. In the case of communication between Dutch employees or students only, the choice of language is left to those present.
- Formal communication with students and staff takes place in English.
- Individual customer contact takes place in the language chosen by the persons or parties involved, taking into account the inclusivity principle.
- With legally binding documents the University of Twente observes Dutch Law. Translations in English will be provided in English, where possible. Still, the Dutch version of legal documents is often binding and prevails.

For the following positions, a language requirement is established concerning the English proficiency.
- Lecturer;
- Assistant Professor;
- Associate Professor;
- Professor.

Within 6 months after the start of the employment contract an assessment must take place to determine the language level. The employee automatically receives an invitation for participation. If the employee is eligible for an exemption based on the Exemption Requirements, this will be established in consultation with the HR manager. For more information about the language policy or the assessment, please contact the HR department or the UT Language Center (UTLC) www.utwente.nl/en/ces/language-centre/.

COLLECTIVE INSURANCE
The UT has a number of collective insurance policies for employees. These include:
- Healthcare insurance (framework contract);
- Private non-life insurance and mortgage;
- Invalidity insurance (IPAP);
- Surviving dependents insurance (elips Life);
- Travel insurance for business travel
- Accident insurance for members of the emergency response team;
- Liability insurance.

An overview of these insurance policies is available at: www.utwente.nl/hr/en/terms-of-employment/insurances/.

TRAVEL INSURANCE
Are you going on a business trip? Before departure, make sure to register your trip in the web application Registration and foreign travel insurance (via employee portal). The travel insurance for business travel is paid by the UT. When you register your travel data, the UT may be able to offer assistance in the event of an emergency.

INCOME INSURANCE IN THE EVENT OF INCAPACITY FOR WORK
In addition to the statutory insurance under the laws on Work and Income in Accordance with Capacity for Work (WIA) and the Incapacity Pension (AAOP), the UT has taken out an insurance policy with Loyalis for all its employees against the loss of income due to partial incapacity for work (IPAP). The premium for this is paid for you entirely from Employment Funds. This has been achieved in collaboration with the OPUT (trade unions). In the event an employee becomes partially incapacitated for work, the IPAP will provide an income of 70% of your salary. For full incapacity for work, the university has taken out a framework contract with Loyalis. Within six months after commencing employment with the university, you can take out an insurance against loss of income in the event of full incapacity for work, without medical selection and at a reduced premium. For additional information on cover, premium and registration, see www.loyalis.nl under Arbeidsongeschiktheidsverzekering.
DEVELOPMENT AND MOBILITY
As an enterprising university, we are ambitious and we want to perform our core activities in the best possible way: education, research and knowledge valorisation. Attracting and retaining high-quality employees, the use of own talent and the promotion of quality are of paramount importance. One of the ways to achieve this is through the development of our employees. The Career Development Centre offers our employees a range of activities in the area of development and mobility.

Plenty of training courses are available for executives and employees. A summary of current courses is available at: www.utwente.nl/en/ctd.

Information and inspiration for your own professional and career development: www.utwente.nl/en/hr/my-career/.

Current staff vacancies: www.utwente.nl/en/organisation/careers/internal/.

DIVERSITY & INCLUSION
The University of Twente embraces and encourages diversity in many forms. UT strives to create an inclusive community that fosters open and supportive research, education, valorization and working environment. UT is working to improve diversity, inclusion and equity within the UT community. A balanced representation of women in senior academic positions at UT is key to gender diversity and inclusion.

Our diversity programme specially focuses on women. This website shows our practical realisation of ‘gender diversity’: www.utwente.nl/en/hr/career-professional-development/talent-development/female-talent/

If you are working in a scientific position and would like to share your experiences with other female scientists and further enhance your professional career you can do so within the ‘Female Faculty Network’.

If you are a female employee working in a supporting position and you want to develop your network or want to share your knowledge and experience with female colleagues, you can join the ‘OBP Vrouwennetwerk voor Ondersteunend en Beheers Personeel’.
More information is available on the website: www.utwente.nl/obpvn.

HEALTH & SAFETY
The University of Twente wants to offer a healthy, safe and stimulating working environment, where employees can work safely. The department of Safety, Health and the

Environment of Human Resources provides information on good working conditions at a central level. It also takes care of matters with regard to the environment, radiation, genetically modified organisms and absence due to illness. A number of faculties and departments have health and safety coordinators. They are your first point of contact for questions pertaining to safety, health and safety. Go to www.utwente.nl/en/hr/health-safety/ to see who is the health and safety coordinator at your faculty or department.

The UT also wants to make a positive contribution to the health and well-being of its employees. This is why, for example, the university offers free use of sports facilities, a variety of courses, consultations with a physiotherapist and dietician, and occupational health and safety assessments of workplaces.

Occupational health and safety assessments of workplaces (ARBO)
Almost all UT staff often work with a computer. One of the risks of this is the development of arm, neck or shoulder complaints (RSI) due to a workplace that is set up incorrectly. Such complaints can be prevented relatively easily.

More information and instructions for the best set-up of your workplace can be found at www.utwente.nl/rsi. In case of doubts about the set-up of your workplace you can always contact the health and safety coordinator of your faculty or department www.utwente.nl/en/hr/health-safety/organization/. 
WORKING FROM HOME

As a result of the measures regarding the Corona virus (COVID-10), UT asks you to work from home as much as possible. UT wants you to continue working in a healthy way while doing so. You will find important points of attention to organize working from home on Coronavirus | Working healthily from home | Human Resources (utwente.nl)

The full offer can be found on www.utwente.nl/hr/en/health-safety-environment/

The University of Twente takes its responsibility in connection with health, safety and the environment seriously and we ask our staff to do the same. It is therefore important that employees acquaint themselves with the general rules for health, safety and protection of the environment.

HOW TO STAY INFORMED

EMPLOYEE PORTAL

The new employee portal is where you can find all internal communications and events. Here, you also have access to all web applications, where you can handle all personal matters. On the basis of your profile information, you will automatically receive all messages in the portal that are relevant to you (as well as all news for your unit). In addition, you can subscribe to news and events on the basis of the subject, the building, the sender or the target group. The portal can be accessed through: employees.utwente.nl. The editorial department can be reached by sending an email to: staff-news@utwente.nl.

CAMPUS APP

Campus app guides you to your meeting, the parking spot closest to your appointment or any other outdoors point of interest. Don’t have a meeting on the campus yet? Don’t worry, the Campus app allows you to explore the campus, see and join upcoming events or post on the message board. If you’re already here, you can even see which events are happening near you right now!

SOCIAL MEDIA

For social media, a separate website is available at the UT. Here you will find answers to questions such as:

- what are the UT’s corporate accounts on social media?
- which accounts does UT have on social media?
- the UT is represented on which social media?
- what do you have to pay attention to if you want to start using social media yourself?
- how do you use social media for an event?
- who is approachable about in the social media team of the UT?
- how can I deliver content for the UT channels on social media?
- which agreements and best practices are there at the UT?

For these and more questions see: www.utwente.nl/en/social-media/.

U-TODAY

U-Today is the journalism-independent news medium of the University of Twente and focuses on news, backgrounds and opinions at the UT and its environment.

Articles about campus, student life, education, research, knowledge, entrepreneurship and internationalization get a lot of space. The articles comes from four editors and a varying number of freelance employees, including students. The independent journalistic position is anchored in an editorial statute.

Go to the U-Today website.
WELCOME TO THE UNIVERSITY OF TWENTE

CAMPUS

GP, DENTIST AND PHYSIOTHERAPIST
There is a GP, dentist and physiotherapy practice on Campus. Additional information is available at: www.utwente.nl/en/campus/facilities/health-care/.

SPORTS ON CAMPUS
The sports centre at the University of Twente’s Campus offers sports and sports facilities for students with a UnionCard, employees and other customers. See what is on offer at: www.utwente.nl/sport/en/.

PARKING
Parking locations are indicated with a P on the map of the UT. The map can be found in the annex at www.utwente.nl/download/campusmap.pdf. More information on parking can be found on the website of the Facility Department: www.utwente.nl/fb/en/service_abc/alphabet/pqrs/parking/

NO SMOKING
The campus is smoke-free, excluding the residential area. For more information about our smoke-free campus, visit smoke-free campus.

MAP OF THE UT
ACCESS TO BUILDINGS AFTER CLOSING TIME
If you need to be in the building where you work outside regular opening hours, you need to request authorisation to gain access to this building. You can do so at the servicedesk in the building. They will also inform you about the opening hours of the building. For more information: www.utwente.nl/en/cfm/.

ICT AND TELEPHONES
Library, ICT Services & Archive provides advice and support for all questions or problems in the field of ICT. You can also have your employee card made at the Service Desk ICT. The website of LISA: www.utwente.nl/en/lisa contains a variety of manuals as well as a maintenance and disruptions calendar, a request form for guest accounts, etc.

ICT ASSISTANCE VIA TEAMVIEWER

WIRELESS INTERNET
The Campus has a wireless computer network: eduroam. Wireless internet is available in every building and on every terrace of the Campus, including outside.

WHERE CAN I FIND THE SERVICE DESK ICT?

CONTACTING THE SERVICE DESK ICT
Citadel, tel.: (053-489) 5577
E-mail: servicedesk-ict@utwente.nl
Opening hours: Monday - Friday, 08:30 - 12:00 and 13:00 -17:00
SOCIAL ACTIVITIES AT THE UT

UT’S STAFF ASSOCIATION UT KRING
Get to know your colleagues through the staff association! Over 1300 employees of the UT are members of the UT-Kring. UT-Kring organises cultural and sporting events for its members in cooperation with 9 of its sub-associations. This includes discount cinema tickets for Cinestar or go-cart racing at Go Planet. Tickets for these and many other activities are for sale at Boerderij Bosch, Monday to Thursday, 12:00 to 14:00 hrs. [www.utwente.nl/nl/ut-kring/](http://www.utwente.nl/nl/ut-kring/) (Only Dutch)

UNIVERSITY OF TWENTE CULTURE & EVENTS
In The Vrijhof building is the place to go for everything in the field of performances, exhibitions, art lending and cultural student societies. The Vrijhof is open on working days from 8:30 to 23:30 hrs and during the weekend from 10:00 to 17:00 hrs. More information on our offer can be found at [www.utwente.nl/en/culture/](http://www.utwente.nl/en/culture/). You can participate in these activities by showing your employee card.

SHOWS AT VRIJHOF CULTUUR
During college weeks, Vrijhof Cultuur organizes at least one professional show per week. These shows are on varying days of the week, and the organization aims to offer as much variety as possible throughout the year. In the summer months, there are open-air theatre shows as well as surprise performances on location. Additional information can be found at [www.utwente.nl/en/culture/](http://www.utwente.nl/en/culture/).

VRIJHOF CULTUUR MAIL
Do you want to stay informed of all the cultural activities of the UT? Subscribe to the mail list service by sending an email to listserv@lists.utwente.nl and entering ‘subscribe cultuur’ in the subject line, followed by ‘your name’. A message on ‘Broodje Cultuur’ and other activities organised by the Vrijhof Cultural Centre will be sent to your mailbox every week.

EXHIBITIONS
You are very welcome to visit our exhibition room on the ground floor of the Vrijhof. Here, exhibitions are held each month.

ART LENDING
The University of Twente has an extensive art collection. You can select a work of art for your work room for free. The art lending counter is located at the Vrijhof University Library and is open on Tuesday and Thursday from 12:00 to 13:30 hrs.

CULTURAL SOCIETIES
There are 20 cultural student associations, including choirs, orchestras, dance clubs, a jugglers’ association, and a theatre, sports and cabaret association. As an employee you can also become a member of these associations.

ROOM RENTAL
You can also rent one of our function rooms for activities such as conferences, lectures, seminars, symposia or (multiple-day) meetings. The Vrijhof has facilities for groups (and subgroups) of up to 300 people. Reservations can be made by sending an email to reserveringen@utwente.nl. More information on the reservations office can be found on the campus website: [www.utwente.nl/en/campus/buildings-rules/](http://www.utwente.nl/en/campus/buildings-rules/).
STUDIUM GENERALE
Studium Generale is a place where people who are curious can find new ideas and get inspired. It features surprising subjects that are outside your field of expertise.
More information on the programme is available at: www.utwente.nl/en/sg/. On this website you can also register for courses and symposia. You can also sign up for the email service to stay informed: a.heukels@utwente.nl.

EVENTS CALENDAR
Lots of events at the campus are organised at the UT or organizations closely affiliated to the UT. All events can be found on the events calendar: www.utwente.nl/en/events/.

PLANNING TO ORGANISE YOUR OWN EVENT?
If you plan to organise an event, go to the UT products & services ABC: www.utwente.nl/en/cfm/services-abc/ for all necessary information on events, for example the events protocol (search for key words: events protocol and submitting your event on the events calendar).

Disclaimer:
We do our best to keep the information in this brochure as current and up to date as possible. However, no rights can be derived from the contents of this brochure.