

The image features a photograph of the Delftse Poort building, a modern architectural structure with a prominent glass facade and a large, cantilevered section. The building is set against a sky with soft, colorful clouds, suggesting a sunset or sunrise. The foreground shows a paved plaza with a crosswalk, where several people are walking and cycling. The overall scene is vibrant and urban.

JL
DELFTSE
POORT

TENANT MANUAL

Delftse Poort

January 2025



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1. Introduction

The internal regulations for Delftse Poort were drawn up to supplement and explain the lease agreement, with the purpose of further regulating the use of the leased area and the communal areas in and around the building.

These regulations should therefore be seen as a supplement to the lease agreement to deal with situations not covered by the lease agreement, or where additional agreements outside the lease agreement are or are thought to be desirable or necessary.

The tenant undertakes to refrain from doing anything that could damage the condition and appearance of Delftse Poort or cause any inconvenience or nuisance to the users of business premises and their visitors and visitors in general to Delftse Poort.

The leased area is part of a multi-tenant building. A number of communal facilities have been provided to help ensure the multi-tenant building functions properly, and a number of standard additional services have been provided that are intended for the leased area itself and/or the general infrastructure.

CBRE was appointed manager of the multi-tenant building Delftse Poort on behalf of the owner. The building manager is responsible for various aspects, including the commercial, technical, facility, hospitality and financial management, as well as tendering and monitoring deliveries and services to be provided by or on behalf of the landlord in accordance with the lease agreement.

The tenant must reach agreement with the building manager regarding the lease agreement and all other matters concerning the leased area and Delftse Poort.

The building manager is responsible for monitoring compliance with the internal regulations. If necessary, tenants may be held accountable for compliance. Tenants, suppliers and visitors must respect all instructions given by the building manager and security personnel.

These regulations can be supplemented and amended if internal circumstances give reason to do so.

No rights can be derived from these regulations by implementing parties. The building manager's decision is applicable and binding in any circumstances not covered by these regulations.

2. Property Management

Delftse Poort is managed by CBRE Property Management. CBRE Property Management acts as property manager for a large number of national and international investors/owners.

CBRE is responsible for the entire building management for these investors/owners, including commercial, facility, technical and financial/administrative matters.

As a tenant, you can contact us about matters or questions concerning the lease (commercial) and maintenance of the leased area (installations), as well as any queries about rent invoicing and settling service fees (financial/administrative).

There is a Property Management Team from CBRE B.V. present at Delftse Poort to help you, consisting of:

Linda Masselink	Commercial Manager	Linda.Masselink@cbre.com	+31(0)6 2525 0878
Bas Janssen	Technical Manager	Bas.Janssen@cbre.com	+31(0)6 2150 7139
Kyara van der Tuin & Marinke Nell	Facility Manager	Facilitymanager@delftsepoort.nl	+31(0)6 2917 6563
Lieke Poppe	Community Manager	Socialclub@delftsepoort.nl	+31(0)6 5007 5119

A tenant meeting is held every 3 months, to which all tenants are invited to discuss general matters and progress regarding Delftse Poort. This is also a platform for comments and improvement suggestions on general matters.

The management office is located on the ground floor behind the escalators on the right. It is open from 9:00 a.m. to 4:00 p.m. on weekdays. The manager is responsible for monitoring matters in and around the building and ensuring things run smoothly.

The Service Point (see Section 9.3) should be contacted about matters concerning building-related installations in the leased area and technical installations.

In the event of emergencies and matters involving other tenants, it is important that the tenant provides the details of a contact person to the manager and updates these details whenever appropriate.

3. Accessibility

3.1. How to get there

This information can be found on our website under the heading 'about us' and 'accessibility', or via the following [link](#).

3.2. Access

Delftse Poort has two entrances and a dispatch area:

- The turnstile (main entrance) on the corner of Weena/Stationsplein. This is open from 6:30 a.m. to 8:00 p.m. from Monday to Friday, except on public holidays.
- The pedestrian entrance (sliding door next to entrance P2) on the Delftseplein side. This entrance is open 24/7. Your access pass is required here. This street is accessible to taxis and chauffeur-driven cars and also provides access to Rotterdam Centraal train station.
- The dispatch area at Delftse Poort 5. It is open from 6:30 a.m. to 6:30 p.m. from Monday to Friday and is only for courier services and loading/unloading goods.

Access to the towers requires an access pass. Delftse Poort Security only grants access to tenants' employees and visitors registered in advance. To gain access, the access pass has to be presented at the card reader. Delftse Poort Security will not grant access to leased areas unless this is laid down in a separate agreement between the tenant and Delftse Poort Security.

Outside the aforementioned opening hours, everyone must report to security when entering or leaving the building and be in possession of an access pass or be registered in writing in advance if not in possession of an access pass. This is important in case of an emergency. The manager is entitled to change the opening hours of the communal areas in Delftse Poort.

You can leave the building at any time by the P2 bike entrance without the intervention of Delftse Poort Security, or by car via the covered car park.

3.3. Registering employees entering or leaving employment

When a new employee starts work, the permanent contact person must send details of the name and organisation by e-mail to security@delftsepoort.nl. Security will then create a personal access pass and deliver it to reception on the ground floor. The employee in question can collect the pass after identification at reception on the ground floor.

When leaving employment, the pass must be returned to reception on the ground floor. The personal access pass cannot simply be transferred to other colleagues. Any company stickers on the pass must be removed before it is returned.

3.4. Dispatch & goods receipt

The entrance to the dispatch area is located at Delftse Poort 5 and is open from 6:30 a.m. to 6:30 p.m. from Monday to Friday. Goods are received and waste is processed here. This is also one of the ambulance access routes (see Chapter 5, Safety & Emergency Response). Parking in the dispatch area is not allowed. The dispatch area may only be used for loading/unloading. Vans can be parked outside or in P1 after registration via security@delftsepoort.nl.

When goods are delivered, the supplier must contact the tenant via the phone installed for this purpose (at the dispatch lodge). Goods must be collected from the dispatch area on the same day. The dispatch area can be accessed from the various towers by taking the lift to the ground floor. Only the goods lifts may be used to move materials or goods on carts. In each tower, the goods lift is located at the rear of the lift hall. The sliding door in the dispatch area may only be used to move goods. If not transporting goods, the turnstile must be used. *Note:* It is important that a company name is displayed on each item dropped off, so that the package reaches the right person.

3.5. Access for people with a disability

People with a disability can enter Delftse Poort via the main entrance. When entering the Weena, people with a disability can use the panoramic lift that provides access to the central hall on the third floor. Lifts providing access to all towers can be taken from the third floor. Disabled parking spaces are also available in both covered car parks. There is an accessible toilet on both the ground floor and the 3rd floor, which can be opened by Delftse Poort Security.

4. Covered car parks

4.1. Car parks P1 & P2

There are two covered car parks in Delftse Poort, both on the Delftseplein side:

Car park	Parking level	Maximum height	Maximum width	Electric charging stations	Vans
P1	-1.	1.80 metres	2.70 metres	12	15
P2	1 & 2	1.90 metres	2.80 metres	24	n/a

The covered car parks are open from 6:15 a.m. to 6:00 p.m. on weekdays Delftse Poort Security monitors the car parks with security cameras and surveillance rounds. There are no fixed places allocated for season ticket holders, so 'flexible parking spaces' are used. Parking in the parking spaces designated for this purpose is exclusively for season ticket holders and visitors of tenants who rent parking spaces. There are multiple electric charging places in the car park, namely 12 electric charging places on each parking level (-1, +1 and +2).

Both car parks use an automatic number-plate recognition system. The tenant is responsible for managing subscriptions and registering visitors. For this purpose, the tenant receives login details for the online app of the parking management system. If the parking management system recognises the number plate, the barrier opens automatically and you can drive through without showing a pass. This same method is used for registered visitors. Only visitors registered in the parking management system are given access. Motorbikes must always report via the intercom in front of the barrier when entering and leaving. Security is responsible for access to the car park. Motorbikes can be left in the designated parking spaces.

Those using the car park must follow the instructions of the manager. The manager reserves the right to deny tenants access to the car park if they ignore the rules.

If there are insufficient parking spaces, the following nearby locations offer an alternative:

Car park	Opening hours	Address	Website
Schouwburgplein	24/7	Weenatunnel 50	https://www.rotterdam.nl/parkeergarage-schouwburgplein-2
Central Plaza	24/7	Kruisstraat 17	https://www.interparking.nl/nl-NL/find-parking/Central-Plaza/
Q-Park Weena	24/7	Karel Doormanstraat 10	https://www.q-park.nl/nl-nl/parkeren/rotterdam/poi/de-doelen/
Kruiskade	24/7	Kruiskade 21	https://www.interparking.nl/nl-NL/find-parking/Kruiskade/

4.2. Bike shed

Cyclists and scooters can use the separate bike entrance next to the entrance to P2 by presenting their access pass. There is an adjacent changing room where you can freshen up and take a shower. Bikes must not be used in the building.

Bikes may only be left in the designated places. A space cannot be guaranteed, as capacity is limited. Bikes left in places other than those indicated will be removed. Neither the manager nor the landlord is liable for any damage of any description caused by removing bikes. The manager reserves the right to deny tenants access to the bike shed and to withdraw their authorisation if they ignore the rules.

There are Delftse Poort loan bicycles available in the bike shed. These can be reserved via the Delftse Poort online platform for a small fee (€1 per hour). For more information, go to <https://app.delftsepoort.nl/>

There is a toolkit with a tyre repair kit and pump in the bike shed, along with various sockets to charge electric bikes.

The manager clears out the bike shed every month. During this clear-out, bikes that have remained in the bike shed for more than a month are removed and donated to charity.

4.3. Disables parking spaces

There are several disabled parking spaces on all parking levels. If these are used, the wheelchair symbol must be clearly displayed. The disabled parking spaces are located near the stairwell that leads to reception. You can also use the lift.

5. Safety

5.1. Emergency response team

The following phone numbers should be called in case of an emergency at Delftse Poort:

General emergency number (fire service, police, ambulance)	112
Delftse Poort Security - Emergencies	+31 (0)10 214 0527
Delftse Poort Security - Non-emergencies	+31 (0)10 303 8296
Facility Manager	+31 (0)6 2917 6563
Delftse Poort Service point	+31 (0)10 316 4190

5.2. Security

Delftse Poort is monitored 24 hours a day by video cameras and an access control system. All the doors giving access to Delftse Poort are linked to the control room. Outside normal opening hours, only people in possession of an access pass can enter the building. In the weekday evenings, a security guard makes a closing round of the building, during which all communal areas are checked for safety, among other things.

5.3. Emergency stairwells

There are two escape routes on each floor. However, in some cases the emergency stairwell is located in an area leased to a company. In such situations, the entrance doors to these companies are fitted with locks that automatically open if the fire alarm sounds. This allows access to the emergency stairwell and ensures all emergency stairwells are available.

5.4. Emergency response team

In accordance with Dutch legislation and regulations, every employer must organise an emergency response system for its employees and visitors. In practice, this means that every tenant in Delftse Poort must arrange:

- in-house company emergency responders;
- an in-house evacuation plan;
- a specific assembly point in the event of evacuation.

In addition to the standard legislation and regulations, the following are required in a multi-tenant business building such as Delftse Poort:

- evacuation managers – at least two per floor, arranged by the tenant(s);
- cooperation – if there are multiple tenants on one floor, they are advised to work together when appointing evacuation managers;
- checks of communal areas – in an evacuation, always check the toilets, the lift hall and the corridors of your own floor to make sure nobody has been left behind.

The building manager also arranged an overarching emergency plan at Delftse Poort, based on NEN8112. All documents regarding the overarching emergency response organisation can be found on the Safety Service Portal. For more information, contact the facility manager.

5.5. Lifts

In the event of a fire or power failure, all lifts descend to street level. In the event of a fire, they descend simultaneously; in the event of a power failure, they descend one by one. Until the emergency has been resolved, the lifts will remain at street level with the doors open, except a single lift that must remain immediately available for the fire service. This fire-service lift is operated with a special key and continues to function during a power cut.

The fire-service lift is also the goods lift. Goods may only be transported via this lift.

5.6. Fire prevention & extinguishing equipment

Smoke detectors have been installed in strategic locations on the office floors. If smoke is detected, these detectors send a preliminary warning to the fire alarm system. Further investigation into the cause can then be carried out by the responsible security guard/caretaker or emergency response officer, before the fire service is possibly alerted unnecessarily.

If the smoke detectors are activated, they send an alarm to an external control room. If no action is taken, the fire will be reported to the fire service after a certain period of time. If you discover a serious fire, sound the alarm by activating one of the manual call points at the fire stations in the core of the building. An alarm will then immediately be sent to the fire service.

The alarm is signalled centrally on the fire alarm panel, and the fire service is alerted immediately. The alarm and evacuation procedure will be started depending on the location where the alarm is sounded and the nature of the alarm.

Fire hose reels are installed in strategic places in the building. The fire hose reels are sealed and should only be used in an emergency. The fire hose reels are serviced annually.

Furthermore, nothing whatsoever may be stored in the stairwells or emergency exits!

6. Technical systems

6.1. Electrical systems

The electrical power in the space you have leased is sufficient for normal business operations. This means a normal occupancy of workstations by employees, proportionate to the size of the leased area, with the associated equipment, in accordance with the lease agreed with the tenant and the attached technical specifications of the leased area. When connecting equipment, it is important to ensure that the load on the existing circuits is distributed as evenly as possible. If in any doubt, consult your installer or ask us for further information.

If you want to use three-phase power for your business operations or increase the number of electrical circuits, you must request written permission in advance from the manager acting on behalf of the owner.

Electricity consumption in the building is registered by the main meter. Your electricity consumption is then charged to you through the service fee, on the basis of your actual consumption as measured by local meters.

6.2. Climate installations

The climate installation in the building heats and cools via a climate ceiling. Heating and cooling is regulated by a combination of air handling units, cooling towers, cooling systems and district heating.

6.3. Servicing installations

The electrical installations, emergency lighting, fire alarm and evacuation systems, and fire extinguishing systems are serviced by Unica, our in-house installer. This consists mainly of preventive inspections and legally required tests and checks conducted with varying frequencies.

The work in question is carried out by the owner/landlord and charged to the tenants through the service fee. The tenant must grant access to the landlord's suppliers to carry out the necessary servicing.

6.4. Water supply, sanitary installations

Drinking water is supplied by the public water network and a pressure boosting installation on the ground floor.

6.5. Emergency power supply

In emergencies, power for essential equipment in Delftse Poort is provided by a generator. There are also various UPS units that are engaged immediately in a power cut. They power the general and emergency equipment. If the tenant wants to be able to provide its own electricity at all times, approval must be requested and granted, following which the tenant must carry out the necessary work.

7. Furnishing & renovation works

All tenants of Delftse Poort must respect the relevant rules on furnishing or renovation work to ensure that the normal operation of the complex is not disrupted more than strictly necessary. Third parties who carry out work on behalf of the landlord are subject to the same rules.

7.1. Changes in or to the leased area

Changes, additions, or extensions to the technical installations, ceilings, exterior walls, interior walls, thermostats, energy columns, smoke detectors, etc that are the property of Delftse Poort may only be

carried out after the landlord gives prior written permission to do so. This permission further describes the conditions under which these alterations may be made.

Before you as a tenant may alter any part of the area you have leased, you must submit your plans to the landlord for approval. This is because tenants are only permitted to make alterations to the area they have leased if the landlord has given written permission to do so.

This approach has been adopted because the alterations may otherwise have to be changed if they conflict with the provisions of the lease, rules of government authorities and any usage regulations of the landlord, for example. Besides helping you avoid having to change any alterations made to the leased area without permission and the associated financial consequences, the formal request for permission from the landlord is useful in that it offers an opportunity to obtain technical and general advice. The kind of alterations we are referring to are listed below:

- Changes to the layout of the leased area, such as moving internal walls, changing floor coverings and changing wall or ceiling finishes or structures.
- Changes to building installations, such as the electrical system, the central heating, the air conditioning system and any cooling installations.
- Changes to sanitary installations, such as the drinking water pipes and the central drains.
- Changes to building safety systems, such as the fire alarm installation, sprinkler system, evacuation installation, emergency lighting and any intrusion detection systems. All this work must be carried out by Unica, the in-house installer.

To ensure your application for approval is handled smoothly and to avoid any delays in the process of making alterations, we recommend and request that you get us involved in your plans at an early stage. We may be able to provide you with a number of suggestions, which you can immediately take into account in the detailing of the alterations.

After everything has been approved, you must respect the rights of the other tenants. For this reason, noisy work such as drilling or hammering is not allowed between 9:00 a.m. and 6:00 p.m.

7.2. Work involving a fire hazard

The landlord must be warned at least 1 week in advance about any work that involves a fire hazard or deactivation of fire protection systems in or around Delftse Poort. For more information, request our *General Regulations for External Companies and Suppliers*.

7.3. Transport via lift hall

The goods lifts must be used to transport goods. If goods have to be transported on carts on the floor where the tenant has leased space, the tenant is responsible for masking off the floor in the lift hall or using moving blankets to prevent damage.

8. Insurance

The landlord has taken out extensive fire and hazard insurance for the building complex. All other equipment of the tenant located in or on the leased area is considered the property of the tenant, and as such insurance for these items is the tenant's responsibility. As a tenant, you must take out contents insurance and/or business interruption insurance with adequate cover, among other things.

CBRE DOF Custodian BV and CBRE B.V. are not liable for losses, thefts or damage to property in the building suffered by tenants, visitors or employees. If you park a vehicle in the Delftse Poort car park, it is at your own risk.

9. Services

9.1. SocialClub

At Delftse Poort, we believe that not only should work be productive; it should also be enjoyable. And of course, it's fun to get to know your fellow tenants too! The goal of the Social Club is to connect all professionals in Delftse Poort through discussions on a variety of topics such as health, work-life balance, sustainability and culture. The Social Club puts this into practice by organising various events and activities completely free of charge for all the tenants of Delftse Poort: lectures, master classes, networking events, sporting activities, workshops and more.

Social Club Programme	Social club events – Delftse Poort Rotterdam
Subscribe to the newsletter?	Become a Social Club Ambassador!
Delftse Poort Tour	Delftse Poort Tour: Tickets, Multiple Dates

Tenants can register for the above newsletter for information about all the fun activities held in Delftse Poort. The Delftse Poort Tour of all the facilities of the location can be offered to new employees as part of an onboarding programme. The tour is held every 2nd Tuesday of the month.

9.2. Elevate app

Tenants can use the Elevate app to find maps of the location and book all kinds of facilities and events offered by the Social Club. The Elevate app can be downloaded from the following [link](#).

9.3. Service Point

The Service Point is the central point for reporting complaints, malfunctions and wishes and requesting information. It also monitors those implementing Delftse Poort's support services. The Service Point supports the Delftse Poort management team and is present in the management office every Wednesday and Thursday. On Mondays, Tuesdays and Fridays, the Service Point is at an external location. Not only is the Service Point available for reporting malfunctions and complaints, but you can also request information or incidental soft services within your own leased area via the details below.

In general, the Service Point should be contacted via the Axserion system. Tenants can create reports in the portal, where their status can also be checked. The Service Point makes sure that the report is forwarded to the appropriate supplier.

In an emergency, you can contact the Service Point as follows:

Opening hours	8 a.m. to 6 p.m. on working days
E-mail	servicepoint@delftsepoort.nl (8 a.m. to 5:30 p.m., Monday to Friday)
Phone	+31(0)10 316 4190 (available 24/7)

Each tenant has a single account in Axserion, with personal login details. If you do not yet have an account, you can request login details by e-mailing servicepoint@delftsepoort.nl.

9.4. Reception & hospitality desk

Tenants can contact the reception at Delftse Poort with any questions or comments regarding Delftse Poort services. The reception is operated by The Office Operators.

Location	Hospitality desk – ground floor Main reception – 3rd floor
Opening hours	Working days from 8:00 a.m. to 6:00 p.m.
E-mail	receptie@delftsepoort.nl
Phone	+31(0)10 303 8288

Tenants can contact reception for the following matters, among others:

- Registering visitors;
- Sending visitors to the correct floor;
- Lost and found;
- Dry cleaning pick-up and drop-off;
- Other information.

Registering visitors

Visitors can be registered by sending an e-mail to reception at receptie@delftsepoort.nl. Please complete and attach the diagram below in your e-mail, so that reception has sufficient information to send visitors to the right floors and hosts. The reception always sends a confirmation with Delftse Poort Security in CC, so that they are aware of external visitors in the event of an emergency.

Date	Visitor's name (first + last name)	Host's name	Host's phone number	Call upon arrival yes/no	Directly send to floor yes/no	Company's general number (if host is unavailable)

Visitor passes are valid until 6:30 p.m. They will no longer be issued after 6 p.m. If the visitor needs to be present until after 6:30 p.m., an e-mail must be sent in advance to security@delftsepoort.nl.

If visitors are in a group of more than 10, the group must gather in the communal area and will be escorted through the gates as a group by security on entering and leaving the building.

9.5. Conference centre

There are several meeting rooms of various sizes on the ground floor and third floor. The conference centre is operated by The Office Operators and is not the responsibility of Delftse Poort.

Location	3rd floor, right counter
Opening hours	On working days from 8:30 a.m. to 5:00 p.m.
E-mail	Meetings.T00@theofficeoperators.com
Phone	+31 (0)10 800 5400

Delftse Poort tenants enjoy a standard 10% discount. For specific arrangements, we recommend you contact The Office Operators directly.

9.6. Restaurant

In Delftse Poort, catering services are provided by Vermaat through the company restaurant, catering and coffee bar. The restaurant and coffee bar only accept payments by card.

Location	3rd floor
E-mail	restaurant@delftsepoort.nl
Phone	+31 (0)6 1876 3329

Opening Hours

Kuster Restaurant	Monday to Friday	11:30 a.m. to 1:30 p.m.
Coffeebar	Monday to Friday	8:00 a.m. to 4:00 p.m.

Healthy, sustainable and tasty food made with honest, fresh, local ingredients: the vision of Kuster Restaurant on the 3rd floor. It is the ideal place to meet up with colleagues and business associates. All dishes are freshly prepared. Catering for drinks and events (either in the communal area or on your own floor) can be arranged on request. Send an e-mail to restaurant@delftsepoort.nl.

9.7. Cleaning

The communal areas in Delftse Poort are cleaned daily by the company Asito B.V. During the building's opening hours, a service assistant is present who can immediately respond to any minor problems if necessary.

Tenants can optionally join the cleaning contract with Asito B.V. for the cleaning of their leased area. If you have any questions about this, please contact the Facility Manager.

9.8. Waste disposal

There is a waste collection area in Delftse Poort with containers where you can deposit sorted waste separately. The tenant or its cleaning company is responsible for ensuring residual waste is removed separately to the container area. The container room entrance is on the ground floor in the dispatch area.

The tenant must take its own measures to dispose of waste in the 'Ecostraat' in the dispatch area. It is not permitted to leave waste outside the leased area. The tenant must place waste in transparent bags with a sticker identifying the tenant's number.

We would appreciate it if tenants separate waste in their own area. The following types of waste can be disposed of separately:

- Food scraps (swill)
- Unrecyclable waste
- Paper/cardboard
- Glass
- Small chemical waste
- Plastic drinks cartons and packaging
- Paper tissues
- Nespresso cups
- Lamps
- Batteries
- E-waste
- Metals/scrap
- Wood
- Toners and cartridges
- Aerosols

Waste must always be stored within the leased area or the waste area on the ground floor (in the dispatch area). It is not permitted to leave waste outside the leased area or the waste area. Go to <https://www.renewi.com/nl-nl/acceptatievoorwaarden> for information about what each type of waste may contain.

Opening Hours

Waste can be deposited in the Ecostraat from 8:00 a.m. to 10:30 a.m., 3:00 p.m. to 4:00 p.m., and 4:30 p.m. to 6:30 p.m. on Monday to Friday. This allows it to be received and weighed per tenant. Waste cannot be left outside these times. The disposal of other waste and bulky waste, and the use of confidential paper containers, can be arranged via the Axxerion portal. The costs of these services are not included in the service costs.

Waste collection fees

The rent of the waste collection equipment and waste processing in the dispatch area is charged to tenants as part of the service fee. Fees specific to a particular tenant, such as the removal of bulky waste, are charged directly to the tenant in question via the service fee.

9.9. Mail and repro

The mailroom and reprography room are on the ground floor near the dispatch area. Canon is responsible for it and provides various services. These include setting up a complete online Canon copy shop, comprehensive postal logistics services and managing the printers. For more information on general matters and the extensive range of services, contact Canon. The Delftse Poort address can be used for all mail that fits in a normal letterbox:

Weena 505
3013 AL Rotterdam

For larger goods, please refer to Section 3.3 (Dispatch & goods receipt).

PostNL and other commercial postal deliverers are responsible for the delivery of letters, registered documents, postal parcels, etc. The landlord cannot be held responsible for this. Complaints about postal delivery should be addressed directly to the relevant postal deliverers.

All personnel employed by the landlord, and all those who work on behalf of the landlord, have been expressly instructed by the landlord not to receive any object, package or other good intended for the tenant or any of its employees or business relations.

The landlord accepts no liability whatsoever for goods left in Delftse Poort on behalf of the tenant or third parties. The tenant is liable for all damage that the landlord or third parties suffer as a result of goods left in Delftse Poort addressed to the tenant or any of its employees or business relations.

9.10. MyPUP (Post & Package services)

MyPUP stands for My Pick Up Point, which consists of unmanned lockers that can be used to receive or send packages. All you need is a MYPUP account, which authorises MYPUP to receive or send packages. You must also indicate for which organisation and on which floor you work. If you order something from an online store or anywhere else, enter the MYPUP address from now on.

Once a package has been delivered to the lockers, the addressee receives a text message with a code with which they can collect the package at a time that suits them.

In addition to normal parcels, MYPUP can also accept and sign packages from outside the Netherlands. MYPUP has made arrangements with couriers to deliver to MYPUP in the morning, which guarantees that packages can be collected from the locker before 5 p.m. on the same day.

The lockers are on the ground floor next to the ascending escalator. The service is also available [via the Elevate app](#).

9.11. TrainMore

On the ground floor, you'll find TrainMore with a Black Label membership, granting access to all regular TrainMore gyms. The Delftse Poort location is renowned for its Life Fitness and Hammer Strength equipment, along with dedicated spaces for Reformer Pilates and infrared saunas. You receive a €1 discount for every workout. For tenants within Delftse Poort, there are various collaboration options available. For more information, please see [the following link](#).

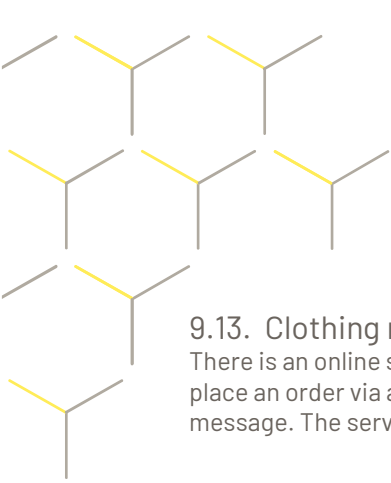
Location	Ground floor, plinth side (Weena)
Opening hours	Working days and weekends
Website	Trainmore Rotterdam Delftse Poort Black Label

9.12. RDAM GYM

The RDAM GYM, located on the third floor near the toilets, offers workouts before, during and after working hours. RDAM GYM offers tenants a €5 discount on a monthly subscription. You can choose between once a week, twice a week and unlimited access. If you work partially from home, a strip card might be an even better option. Each tenant can also choose a company fitness programme to boost the health of their employees. The RDAM GYM also offers space for workshops.

Location	3rd floor, gym
Opening hours	Working days and weekends
Website	www.rdamgym.nl
E-mail	info@rdamgym.nl
Phone	+31(0)85 004 1002

Interested in a trial lesson? Register via the following [link](#). The registration form for the trial lesson can be found at the bottom of the page.



9.13. Clothing repair & dry cleaning services

There is an online service at Delftse Poort where you can leave clothing at reception on the ground floor and place an order via an app or online. As soon as the clothing is ready, you will receive an e-mail or text message. The service is available through the [Elevate app](#).

10. Other general information

10.1. Use of communal areas

At Delftse Poort, everyone is welcome, regardless of gender, age, race, ethnicity, and visible disabilities. This means we respect and value differences and encourage a workplace and culture where everyone can thrive. Visitors to Delftse Poort are supported and respected, and we strive for open communication, where for identification purposes, everyone's face must be fully visible.

There is an accessible toilet in the communal area on both the ground floor and the 3rd floor. The toilet can be opened by security. People with a disability can use the lifts to reach these floors. If help is needed, this can be requested at reception.

The communal areas are intended for circulation. However, people may temporarily gather or remain in certain zones, such as the coffee bar. Tenants are not permitted to claim any parts of communal areas for their own use. Placing name signs, banners, decoration or furniture, or moving the landlord's furniture, are therefore not allowed. For identification, the face must be fully visible in the communal areas.

To protect safety, no goods of any kind may be placed on the grounds or in communal areas, lift halls or stairwells, even for a brief period. Carts and containers are also not allowed in the communal areas. The dispatch entrance and goods lift must be used for these at all times. The manager is entitled to remove such goods without prior warning. Any associated costs will be fully charged to the person responsible.

10.2. Pets, cycling, roller skating & scooters

Pets and other animals are not allowed in Delftse Poort. Bikes, roller skates and scooters are also not allowed in Delftse Poort. This rule does not apply to guide dogs or service dogs with an equivalent status.

10.3. Film & photography

A strict policy on recording images in the building is in place to protect the privacy of tenants and visitors to Delftse Poort. Permission from the manager is always required before photos, videos or drone images may be recorded in the communal areas. If necessary, the building manager can ask to view the images for approval.

Permission can be requested by sending an e-mail to the building manager. Security and reception monitor the enforcement of this policy in the communal areas of Delftse Poort.

10.4. Smoking

Smoking and e-cigarettes are not permitted in Delftse Poort. Smoking is therefore banned in the communal areas, offices, storage areas, restaurant and car park. Smoking is allowed outside the yellow line of Delftse Poort. Cigarette butts must be deposited in the designated tile-shaped ashtrays.

Delftse Poort and its tenants are jointly responsible for implementing and enforcing the smoking policy. To ensure the ban is properly enforced, every tenant must inform its employees and visitors about the smoking policy.

10.5. Events

If a tenant wants to organise a large event or an event that will affect the communal area, the manager must be warned at least two weeks in advance, so that those affected can be informed if necessary.

Delftse Poort

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