



Instruction Guide UM Stewards

Practical instruction guide for UM Stewards

InterUM B.V. 2021

Introduction

Congratulations! You have been hired as an UM Steward and will soon start your work at the Maastricht University buildings. In this guide, you will find some practical information about the job, more information about the specific locations, information about your contract etc.

General information about employment through InterUM, payment and payment dates etc. can be found on our website www.interum.eu.

For all questions, you can contact the InterUM office on weekdays between 08:30-17:00u by e-mail bureau@interum.eu or by phone 043-3882688.

General Information

InterUM contract

For your job as a steward, InterUM will offer you a flexible contract based on 0 hours per week. To sign your contract, InterUM needs your passport/ID and bank details.

With your contract, you will receive a form to apply for the wage tax deduction. You can apply this deduction at only one workplace. When filling in 'yes' and applying for this deduction, you will pay the least amount of taxes applicable to your situation. On this form, you have to fill in your BSN as well. Without a BSN, you cannot sign your contract yet. You also have to have proper (Dutch) health insurance. In some cases, a foreign insurance is sufficient, though this has to be checked by the Sociale Verzekeringsbank (SVB) first. More information and the form to check your insurance can be found on our website.

Workshop

Before you can start working as a steward, you have to attend an online workshop, provided by the Staff Career Centre (SCC). InterUM will schedule you for a timeslot to have the workshop. The SCC will in turn contact you with a link for the training and some more details. The focus of the workshop is how to approach people as a steward and how to address issues. During the workshop, you will also discuss some possible real life situations.

When you finished the workshop you can acquire a UM Steward vest at the reception desk of UNS40 or Minderbroedersberg 4-6.

Shifts

Shifts are about 4-5 hours, but due to the different opening hours on the different locations, this might vary. Though you can work up to 40 hours per week, the minimum we would like you to work would be one shift.

It is sometimes possible to get a longer shift, in case it is otherwise not possible for us to schedule the location for that day.

If you are scheduled for a shift longer than 5.5 hours, it is mandatory to take a half hour break. We expect you to take this break, as it is important that you take some rest when you work long hours. This break is your own time, however.

When you work a shift, make sure that you always wear your UM Steward vest.

In general, also make sure to be professional; you are working and not present as a student. Please keep this in mind when choosing the clothes you wear during your steward shifts.

Scheduling website

Shifts are scheduled via our scheduling portal: <https://bhvv2.interum.biz/web/> You can indicate your weekly availability here, and will be able to see the shifts that you are scheduled for.

On this website, all shifts that we currently offer, are made available. Per shift, you will see the date, the time slot, the location (after you've been scheduled) and additional information. You can indicate your availability for different shifts (please indicate every timeslot, even if it is shown several times). We will make sure your shifts are not overlapping or make sure you do not get scheduled for two shifts at the same time.

In your own account, you can see for which shifts you got scheduled. Please check the website often to see if you got scheduled, because you do not receive a confirmation e-mail. Also check the additional instructions and information provided in this guide before you go to a shift.

Payment

For this job, your gross hourly wage depends on your age and is based on scale 4.0 of the collective labour agreement of the Dutch Universities (cao VSNU).

18	€7,04
19	€8,17
20	€9,30
≥21	€11,18

Payment occurs 4-weekly, an overview of the payment dates can be found on our website. However, if you do not hand in your timesheets in time, we will not be able to pay you in time. For an overview of our deadlines, please see our website.

General criteria for enforcing the UM coronavirus measures and smoking policy

Enforcement of the smoking policy

- Do not smoke on the premises of Maastricht University; this includes e-cigarettes
- Check the boundaries of Maastricht University's premises for waste from smoking and prevent crowding (ensure compliance with 1.5 metres social distancing and minimise potential nuisance to neighbouring buildings in the city centre)

Enforcement of the coronavirus measures

- Ensure that people stay 1.5 metres apart (= main task)
- Manage crowding (at entry of and departure from lecture halls/education rooms, at main entrances, in canteens, at coffee machines, and at other potential points of congestion)
- Ensuring that there is only one person in a lift at a time, unless the lift is more than two metres wide.
- Ensuring that people follow routes/one-way systems/'right of way' rules where indicated.
- Checking that the permitted number of employees/students per room/workroom is not exceeded.
- Check the number of reservations for meetings of over 100 people and check who is in attendance. Perform a health check, register the employee/student number of individuals who answered 'yes' to a question and left the building. Submit the attendance registration and health check to the concierge/building manager.
- Checking for and reducing crowding; students are expected to leave the Maastricht University buildings after tutorial groups/practicals. If students wish to study, they must be referred to the learning spaces/University Library locations.
- Enforcing rules in canteens: sitting 1.5 metres apart; tables and chairs must not be moved.
- Attendance registration (clocking in and out, UM card/QR code, registration form): ensuring that people actually clock in and out.
- Performing spot checks at the entrance to university buildings, to check that people are disinfecting their hands.
- Check supply of cleaning materials for each floor; report this to the concierge if cleaning materials run out.
- Ventilation in offices, pantries, and other spaces without air conditioning: put windows in the tilt position while these areas are in use. A room should also be ventilated after use (for at least 15 minutes) by opening both the windows and doors. Although this is the users' own responsibility, coronavirus stewards must remind users of this rule if they fail to comply.
- In education rooms, the tutor is responsible for the ventilation of the room after each meeting. The coronavirus stewards will use the faculty's academic timetable (which can be collected from the Education Office) to perform spot checks to ensure the adherence to the ventilation of education rooms.
- The steward indicates that the face mask must be put on (when the steward is standing at the entrance, or when the steward notices this during a tour of the building).
- If this is not complied with, the steward shall indicate that he/she should have to wear the face mask, otherwise he or she will be asked to leave the building, together with a warning that the person may be denied access to the building for an extended period of time.

- If the person still doesn't comply with the rule the steward should call the location manager, who can order the person to leave the building and deny access for a few days (temporarily blocking the UM card).
- Building managers are not always available, in such cases, if there is a dire situation, you can call this central phone number: 043 387 5566. Depending on your location, you can ask for the inner city or Randwyck "Coronadienst" and give them your location code and building. They will then be able to help you.

Locations: Information & Instructions

On all locations, the general criteria apply when relevant. Some locations might not have any education rooms or canteens for instance, so specific criteria might not always apply. Make sure that, in case there is no specific instruction, you monitor the behaviour carefully and actively look for busier spots.

When declaring the hours, make sure to properly select the budget. Sometimes the building might be a faculty building, but the shift was for the University Library or another service centre. You can see this in the schedule: the shift always mentions the faculty/service centre it is a part of, as well as the (part of the) building you are to work in. E.g.: the learning spaces at PHS1 (FSE) are a part of the Library, and as such the hours need to be declared on the Library's budget.

Inner City

BON2 – Bonnefantenstraat 2 / Student Service Centre

Address: Bonnefantenstraat 26211 KL Maastricht

Instructions: General criteria apply. Every shift requires 2 stewards: one at the entrance of the building, one at the exit of the building. Before your shift and after your shift has ended, you can announce yourself at room C1.10, with Paul Dassen. In case of problems you can call Corona coordinator Rob van Duijn 06-27142236.

Declaring your hours: Use the organisation "SC – Corona Stewards" and the budgetnumber "63000016N"

BOU1-3 – Bouillonstraat 1-3 / Faculty of LAW

Address: Bouillonstraat 1-3, 6211 LH Maastricht

Instructions: General criteria apply. Every shift requires 2 stewards: one at the first entrance/exit, and one at the other. Please announce your arrival and departure at the reception desk. In case of emergency, go to the reception desk.

Declaring your hours: Use the organisation "LAW – Corona Stewards" and the budgetnumber "32100006N"

KAP2 – Kapoenstraat 2 / Faculty of LAW

Address: Kapoenstraat 2, 6211 KW Maastricht

Instructions: General criteria apply. Every shift requires 2 stewards: one at the first entrance/exit, and one at the other. Please announce your arrival and departure at the reception desk of Bouillonstraat, before going to/leaving Kapoenstraat. In case of emergency, go to the reception desk.

Declaring your hours: Use the organisation "LAW – Corona Stewards" and the budgetnumber "32100006N"

GG80-82 – Grote Gracht 80-82 / Faculty of Arts and Social Sciences

Address: Grote Gracht 80-82, 6211 ST Maastricht

Instructions: FASoS opened extra study spaces in this location. You will have to monitor if students uphold the rules:

- 1.5m distance from each other;
- 1 person per table, max 3 or 4 student per room (indicated on the door);
- Face mask mandatory when walking or standing;
- No walking around the room;
- No moving of chairs/tables;
- Students have to clean their table after use (also check if there are enough supplies for them to do so);
- No music, loud noises, (online) meetings, socialising, etc.;

If the rules are not upheld, all of the present students will have to leave the room.

You can contact the reception of GG90-92 (below) or the building manager in case there are emergencies or serious problems.

Declaring your hours: Use the organisation "FASoS – Corona Stewards" and the budgetnumber "34000213N"

GG90-92 – Grote Gracht 90-92 / Faculty of Arts and Social Sciences

Address: Grote Gracht 90-92, 6211 PG Maastricht

Instructions: For shifts at GG90-92, you will have to announce yourself at the reception desk at Grote Gracht 90-92. **During your shift, you will monitor multiple buildings: Grote Gracht 76, 76S, 80-82, 86 and 90-92.** General rules apply, in case any extra instructions are necessary, you will receive this information at the reception desk. In case of emergency, you can ask for Vincent Cordewener 06-48081789. After your shift, go to the reception desk again to announce your departure.

Declaring your hours: Use the organisation "FASoS – Corona Stewards" and the budgetnumber "34000213N"

TS53 – Tongersestraat 53/School of Business and Economics

Address: Tongersestraat 53, 6211 LM Maastricht

Instructions: For shifts at TS53, you will have to announce yourself at the reception desk at Tongersestraat 53. **During your shift, you will monitor multiple buildings: Tongersestraat 49, 49A, 53 and Bouillonstraat 8-10.** General rules apply, for TS53, it is extra important to monitor the front entrance. In case of emergency, questions etc., go to the reception desk. After your shift, go to the reception desk again to announce your departure.

Declaring your hours: Use the organisation "SBE – Corona Stewards" and the budgetnumber "33000071N"

TAP11 – Tapijnkazerne 11/School of Business and Economics

Address: Tapijnkazerne 11, 6211 ME Maastricht

Instructions: For shifts at TAP11, you will have to announce yourself at the reception desk at Tapijnkazerne 11. **During your shift, you will monitor multiple buildings: Tapijnkazerne 11 (building C-1, D, F and I), 21 (building Z) and 4 (building B).** General rules apply. In case of emergency, questions etc., go to the reception desk of Tapijnkazerne 11. After your shift, go to the reception desk again to announce your departure.

Declaring your hours: Use the organisation "SBE – Corona Stewards" and the budgetnumber "33000071N"

ZW4 – Zwingelput 4/University College Maastricht

Address: Zwingelput 4, 6211 KH Maastricht

Instructions: General rules apply, apart from the health check. Before your shift, announce yourself at the UCM secretariat, and after your shift, announce your departure here. You can come here as well if you have any questions or issues during your shift. You can bring something to do, in case there are no student coming in.

Declaring your hours: Use the organisation "FSE – Corona Stewards" and the budgetnumber "37100001N"

GL17 – Inner City Library – Service Centres

Address: Grote Looiersstraat 17, 6211 JH Maastricht

Instructions: the general criteria apply. Every shift requires 1 steward who has the following additional instructions for this location:

- Wear a Corona steward vest during your shift
- Register at the receptionist when starting and ending your shift at this location
- No food or drinks are allowed, please address the students about this
- Help with the clean sweep in between the timeslots
- Check if enough disinfectants are available at the designated spots. Please inform the caretaker or the security officer (043-3885020)

Declaring your hours: Use the organisation "SC – Corona Stewards" and the budget number "64400000".

TAP V – Tapijn Building V (Learning Spaces) OR PHS1 – Paul Henri Spaaklaan 1 (Learning Spaces) – Service Centres

Address: Tapijnkazerne 11, 6211 ME, Maastricht / Paul-Henri Spaaklaan 1, 6229 EN Maastricht

Instructions: the general criteria apply. Every shift requires 1 steward (= library student) who has the following additional instructions for this location:

- Wear a Corona steward vest during your shift

- Take a seat next to the entrance (table and chair) and monitor any misbehaviour regarding entering the building
- Ask visitors to leave when they did not enter the location in a regular way, a number of illegal ways to enter the building is known, as each student must be registered with his/her personal UM card.
- In case of emergency: call the caretaker during office hours, or Alarm UM 1333 outside office hours
- Stay at the entrance to monitor the entrance, but go for occasional rounds to monitor the other rooms in the building
- Please count the visitors on the counting form
- Eating is only allowed in the open area, not in the study rooms (as of 26 October!)
- Check if enough disinfectants are available at the designated spots. Please inform the caretaker or the security officer (043-3885020)

Declaring your hours: Use the organisation "SC – Corona Stewards" and the budget number "64400000".

MBB4-6 – Minderbroedersberg/ Maastricht University Office

Address: Minderbroedersberg 4-6, 6211 LK Maastricht

Instructions:

Before the ceremony: check if people are wearing a facemask and ask them to do so if this is not the case. Make sure everyone goes to the hall, and does not stay (in groups) outside of it. Check the hall (walk around it) to check if everyone is seated at their proper place in the hall, on the marked seats.

After the ceremony: visitors leave the building through the backdoor (which leads to the parkings spaces). Make sure they leave immediately and do not form groups (e.g. they sometimes pop bottles of champagne: not allowed, send them on their way).

Randwyck

UNS 5 – Universiteitssingel 5/Skillslab

Address: Universiteitssingel 5, 6229 ES Maastricht

Instructions: Students enter the building through the main entrance but leave the building through the emergency exit, leading to the parking lot. Stewards have to make sure that the students are guided properly to the exit. This is done by opening a gate. Your workplace is outside, but covered. Beware: dress properly, since it might be cold and windy. There is also a table to sit at in case there are no students coming in. After your shift, go to the reception desk again to announce your departure.

Declaring your hours: Use the organisation "FHML – Corona Stewards" and the budgetnumber "30000113N"

DEB15 – P. Debyeplein 15/UM Sport

Address: P. Debyeplein 15, 6229 HA Maastricht

Instructions: Announce yourself at the reception desk at UM Sport: 043-3885311. Here, you will receive a brief instruction specific to the building. After your shift, you go to the reception desk again to announce your departure. In case of emergency, go to the reception desk. After your shift, go to the reception desk again to announce your departure.

Declaring your hours: Use the organisation "SC – Corona Stewards" and the budget number "63020231N"

UNS 50/60 & DEB1– Universiteitssingel 50/60 & P. Debyeplein 1

Address: Universiteitssingel 50, 6229 ER Maastricht

Instructions: Announce yourself at the reception of the building you're stationed at. Here, you will receive a brief instruction specific to the building. A printed instruction is available at the information desk. After your shift, you go to the information desk again to announce your departure. In case of emergency, go to the information desk. After your shift, go to the reception desk again to announce your departure.

50 people can be seated at Link, with 1.5m in between them. It is your task together with security and Eurest to make sure this is upheld.

Declaring your hours: Use the organisation "FHML – Corona Stewards" and the budgetnumber "30000113N".

UNS 40 & OXF55 – Universiteitssingel 40 & Oxfordlaan 55

Address: Universiteitssingel 40, 6229 ET Maastricht & Oxfordlaan 55, 6229 EV Maastricht

Instructions: Announce yourself at the reception of the building you're stationed at. Here, you will receive a brief instruction specific to the building. A printed instruction is available at the information desk. After your shift, you go to the information desk again to announce your departure. In case of emergency, go to the information desk. After your shift, go to the reception desk again to announce your departure.

In the Mensa/Trefcentrum 50 people are allowed to be seated with 1.5m in between them. It is your task, together with restaurant employees and security, to make sure people uphold this.

Declaring your hours: Use the organisation "FPN – Corona Stewards" and the budgetnumber "30000113N"

UB RW - Randwyck Library (In UNS50) – Service Centres

Address: Universiteitssingel 50, 6229 ER Maastricht

Instructions: UNS50: the general criteria apply. The following additional instructions apply for this location:

- No food or drinks are allowed, please address the students about this
- Register at the information desk when starting and ending your shift at this location
- Help with the clean sweep in between the timeslots
- Help with checking the reservations when students enter the UB
- Check if enough disinfectants are available at the designated spots. Please inform the caretaker or the security officer (043-3885135)

Declaring your hours: Use the organisation "SC – Corona Stewards" and the budget number "64400000"

MECC – Service Centers

Address: Forum 100, 6229 GV, Maastricht

Instructions: You are stationed at one of three locations: the main entry, the bicycle racks, or the Forum entry. You are there to remember people to wear a mouth mask, or to give them one if they do not have one of their own. Furthermore, at the bicycle racks and the forums entry, you will need to instruct people to go the main entry of the MECC at the Paul Henri Spaaklaan and enter the building. General rules and regulations apply as well.

Declaring your hours: Use the organisation "SC – Corona Stewards" and budget number "63010210N".

PHS1 – Paul Henri Spaaklaan 1/Faculty of Science and Engineering

Address: Paul-Henri Spaaklaan 1, 6229 EN Maastricht

Instructions: Announce yourself at the reception desk of PHS1. General guidelines apply except for the following: The lifts at PHS1 can be used by a maximum of 2 persons at a time, PHS1 has no outside property; there is no smoking prohibition around the building, ventilation through windows is not possible so there is no need to monitor this. In case of emergency, delivering the registration list, defects or other information, go to the reception desk. In case of unwanted behaviour, please write down the UM Card number. Contact: Roy van Kessel 06-46395927. After your shift, go to the reception desk again to announce your departure.

Declaring your hours: Use the organisation "FSE – Corona Stewards" and the budgetnumber "35900016N"

Venlo

NSS34-36 – Naussastraat 34-36/ University College Venlo (1 steward)

Address: Nassastraat 36, 5911 BV Venlo

Instructions: All general instructions apply. Before your shift, after your shift and in case of emergency, go to Nicole Huntjens in room 1.04.

Declaring your hours: Use the organisation "FSE – Corona Stewards" and the budgetnumber "35960001N".

Backup shifts

Location dependent on situation

Address: varies

Instructions: These shifts were added to cover for unexpected sickness or unavailability of stewards. All general instructions apply.

You are stationed at home, but expected to be available by phone or e-mail at all times, and to be able to travel to any of the locations we need you to go. You will not be paid for the shift otherwise.

Declaring your hours:

- If you are given work in Randwyck (e.g. walking the premises):
Use the organisation "SC – Corona Stewards" and the budget number: "10000012N"
- If you are sent to another location (or as replacement of another steward):
Time before the shift/travelling time: Use the organisation "SC – Corona Stewards" and the budget number: 10000012N
Time actually spent at location you were sent to: Check the above faculties and locations for specifics