



# **CAMPUS X GENERAL RULES**

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"Customer": indicates each student, researcher, lecturer and similar figure, including family members, as well as the relatives of the patients hospitalized at the University Hospital of Tor Vergata and those who, for various reasons, use the health services of the General Hospital, in addition to each subject who benefits from the services of Campus X;	3
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## DEFINITIONS

In addition to the terms eventually defined in other articles of this Regulation, for the purposes of the same, the expressions listed below have the meaning indicated for each of them. These terms may also be used in the plural, with the meaning attributed to them unchanged.

"**Campus X**": indicates Campus X srl, with registered office in Milan, via Anna Maria Mozzoni, 12, tax code and VAT number 07605420962;

"**Customer**": indicates each student, researcher, lecturer and similar figure, including family members, as well as the relatives of the patients hospitalized at the University Hospital of Tor Vergata and those who, for various reasons, use the health services of the General Hospital, in addition to each subject who benefits from the services of Campus X;

"**Guest**": any person who accesses the Residence at the Customer's invitation;

"**Residence**": means any university residence managed by Campus X where this Regulation applies;

"**Accommodation**": indicates one or more premises assigned by Campus X to the Client upon payment, under the "Contract for university residence".

## INTRODUCTION

### Art. 1 - Validity and changes

- 1) This Regulation (the "Regulation") is an integral part of the Contract for University Residence between Campus X and Customers.
- 2) Campus X will have the right to modify any clause of this Regulation, communicating each change by posting it on the notice board of the Residence located at the reception.
- 3) A copy of the current regulation will be available at the reception desk and published on the Campus X website: [www.campusx.it](http://www.campusx.it).

### Art. 2 - Accommodations

- 1) The accommodations are reserved for students, researchers, teachers and similar figures, including family members, as well as family members of patients hospitalized at the Tor Vergata University Hospital and those who, for various reasons, avail themselves of the Policlinico health services.
- 2) Campus X does not take responsibility towards the Customers for valuables or money and anything else left in the Accommodations.

## GENERAL RULES - ACCEPTANCE AND WITHDRAWAL FROM THE ACCOMMODATION

### Art. 3 - Rules of conduct in the community

- 1) Inside the Residence, the Customer's behavior in relations with other Clients, with Campus X personnel and with collaborators of any kind, must be in compliance with the fundamental rules of tolerance, respect and collaboration, which alone can guarantee daily coexistence.
- 2) As part of this general rule, the Customer must comply with the provisions of this Regulation, which he/she signs for acceptance during the check-in and lodging delivery procedure.
- 3) The Customer is required to comply with all the provisions of the law, of the Urban Police and Public Safety regulations as they are applicable, as well as any additional provisions to these Regulations issued by Campus X (for example internal circulars).
- 4) In no case may the Client transfer, even temporarily, his registered residence to the Residence.
- 5) The Customer is required to:
  - a) maintain a behavior characterized by absolute correctness, sense of responsibility and

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- respect for people while using the Housing and common areas of the Residence;
- b) promptly report any contagious diseases contracted during the period of stay inside the Residence; Campus X may temporarily suspend the Customer from using the Accommodation, until complete recovery to be confirmed with the appropriate medical certificate;
  - c) display notices, posters or similar only in reserved spaces;
  - d) periodically check the efficiency of the equipment, the furnishings and the accommodation facilities (with particular regard to water pipes and faucets, thermostats, etc.), providing to promptly notify Campus X of any failures and / or malfunctions;
  - e) take care personally of the hygiene rules, the order and the decorum, both of the lodging and of the common areas; keep the Housing clean and tidy, avoiding the presence of waste and dirty dishes;
  - f) turn off the lights, turn off the water and gas and lock the Housing every time he/she comes out; in the event of absences for more than 7 days, the Customer is also required to empty, defrost and leave the refrigerator clean;
  - g) use small household appliances or any type of electrical appliances only if they are certified to European safety standards; their use must be carried out in compliance with safety regulations; to keep the certification of compliance with the safety standards of all the household appliances used at the disposal of Campus X's, without prejudice to the prohibition of using washing machines and / or dishwashers;
  - h) give written notice of any prolonged absences; if the absence is longer than 7 days, he/she is required to return the key to the accommodation at the reception;
  - i) allow access to personnel assigned to periodic cleaning, where required, and to maintenance;
  - j) properly use the devices and equipment in the common areas of the campus;
  - l) comply with the regulations established by Campus X for the use of the educational and / or recreational facilities of the Residence and / or the specific services offered by Campus X;
  - m) without prejudice to the Customer's obligation to read the electricity meter by and no later than 24 hours after the accommodation has been delivered, by the 5th day of each month, the electricity meter should be read and the result reported to Campus X by delivering the special form to the reception or via the Campus X App. In the event of a delay in communication, a fixed fee of Euro 10,00 will be charged for each month of delay. Electricity consumption will be charged monthly at a flat rate of Euro 0,20, except for the balance at the time of check-out at the same flat rate of Euro 0,20.
- 6) The Customer cannot:
- a. hold weapons and drugs, as well as harmful substances or flammable materials, including gas cylinders;
  - b. keep animals in the Lodgings and common areas of the Residence, with the exception of guide dogs for blind customers;
  - c. disturb other customers. In particular, after 24.00 hrs and before 8.00 hrs, sounds, songs and noises of any kind that disturb the tranquility, rest and study are prohibited; in the remaining hours of the day, the use of musical instruments, radios, televisions, stereo systems etc. and the general behavior must not cause disturbance to anyone;
  - d. gambling, or participating in gambling games;
  - e. place bulky material in the common areas of the Residence (tables, furniture, etc.);
  - f. place any object on terraces or windowsills whose presence could compromise the dignity and hygiene of the Residence or constitute a danger to the safety of other Customers or third parties in general (for example, drying rack, vases, etc.);
  - g. throwing water, cigarette butts or other materials of any type, in any areas of the residence;
  - h. throwing materials that can clog the pipes of sinks, toilets etc.;
  - i. modify the Accommodation, including the painting, moving or adaptation of facilities;
  - j. tampering with the electrical system, heating and air conditioning, with hazard detectors, and using multiple sockets of various types;

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- k. install housing locking devices other than those in use; make duplicates of the key of both the accommodation and the room inside it, except in the case of a written authorization from Campus X;
- l. remove or introduce furniture and equipment of any kind in the common areas and inside the Lodgings, except for the prior written authorization of Campus X;
- m. undertaking of moving, dismantling, modification etc. of the furnishings and of any other existing element in the residence;
- n. carrying out the repairs, or having them carried out;
- o. throw water or other materials that could cause damage to the accommodation or constitute a danger to the safety of other customers and / or passers-by;
- p. use stoves or stoves of any kind outside the equipment specially set up by Campus X;
- q. throw or deposit rubbish or waste in the balconies or in the common areas of the Residence or in any case outside the special bins placed at the entrance of the Residence itself;
- r. without prejudice to the provisions of the University Residence Agreement and the General Contract Conditions, to accommodate people at night; welcome visitors who have not left an identity document to the security personnel at the entrance, except as provided in the following articles of this Regulation;
- s. wandering around the Residence while intoxicated, with indecent clothing or attitudes;
- t. smoke inside the accommodation and / or in the closed spaces of the Residence.

### **Art. 4 - Delivery of the lodging**

1. The accommodation can be delivered from Monday to Sunday only and exclusively from 2.00 pm to 8.00 pm. Campus X is available to deliver the Accommodation by personal appointment.
2. The Customer at the time of delivery must sign the University Residence Agreement and the General Contract Conditions.
3. Campus X will deliver to the Customer the Accommodation delivery report, related to the state of the Housing itself, to the identification and status of the furnishings and equipment of the accommodation. Within forty-eight hours from the delivery of the Accommodation, the Client can report in writing to Campus X any non-conformities with respect to what is reported in the delivery report. In this case Campus X and the Client, in an adversarial process, will verify the differences found and will modify the aforementioned delivery report. Any reports made after the above deadline will not be effective, the Housing and its furnishings will be considered free from defects and the Customer will be held responsible for any defects.

### **Art. 5 - Damages and shortages**

- 1) In case of damages to the Residence and / or shortages of the assets that compose it, attributable to the Customer, the latter will pay Campus X a sum equal to the costs actually incurred for the replacement of the damaged and / or missing asset or for its repair or for the restoration of damage caused to the Residence.
- 2) In the event that it is not possible to impute individual responsibilities, each Customer will be jointly and severally liable with the other Customers for the damage caused to the Residence or to a part of it and to the assets of which it is composed.
- 3) The sums referred to in paragraph 1 must be paid within thirty days of the request made by Campus X. Should the Client fail to do so within this deadline, a fee of Euro 25,00 will be applied. After the sixtieth day, CampusX will proceed with the accommodation withdrawal.
- 4) The Customer must communicate to the reception as soon as possible the loss or theft of the key to the Accommodation. In this case, Campus X will replace the key and give a copy to the Customer who will have to pay the sum of Euro 5,00.

**Art. 6 - Customer charges**

- 1) The Guest must keep the allocated accommodation tidy (including objects and his/her personal effects), and provide for its proper maintenance.
- 2) The customer must separate the waste produced and place it in the appropriate containers.
- 3) The guest is bound to periodically visit the Reception and to install the new App CampusX, to acquaint himself/herself with all the information and all notices displayed in notice boards. By doing so, the residents will be updated on all the administrative and organizational communications which regard them. In this regard it is strongly recommended to download the Campus X App.
- 4) The Customer is required to periodically check for postal correspondence addressed to him at the Residence security premises.
- 5) The Customer is required to provide the license plate number and type of his vehicle in order to take advantage of the parking inside the Residence, where provided. Campus X will not be responsible for any damage or theft caused to vehicles parked inside the parking lot. Vehicles cannot access the pedestrian area of the residence from 22.30 to 07.00 (Sunday from 23.00 to 07.00 hours) in order to ensure sleep and safety to residents.
- 6) Campus X can carry out inspections in the Accommodations at any time, normally in the presence of the Client.
- 7) The customer is charged for the smallest maintenance such as, for example, replacing light bulbs, purging sinks, shower tray and toilet bowl. If the Customer requests the intervention of Campus X for the execution of such interventions, the Customer will pay Campus X the sum of Euro 5,00 as the call-out charge.

**Art. 7 - Guests**

- 1) Without prejudice to the provisions of the University Residence Agreement and the General Contract Conditions, the Client is allowed to host guests in the Residence and in the assigned Accommodation, provided this does not cause damage and disturbance to the other Customers. The hosting Client must communicate to Campus X in advance the name (s) via the Campus X App.
- 2) The Customer will be responsible for the damage caused by the Guests and will in any case respond to non-compliance with these Regulations.
- 3) The Guest is obliged to communicate his personal details to the concierge staff of the Residence, delivering a valid identification document which will be kept until the end of the visit.
- 4) Each Client may host no more than one Guest at a time within the Housing. Unless otherwise agreed, the free stay of the Guests cannot last more than 3 days for each month of the duration of the Contract for University Residence. Any excess nights will be charged to the Customer at the determined rate (Euro 10,00 plus VAT if due per night).
- 5) The security staff cannot, in any way, grant authorizations for overnight stays.
- 6) Campus X is pleased to grant a preferential rate called "Parents & Friends", including breakfast, reserved for Customers who wish to host two or more Guests at the Residence.

Access to the accommodation by Campus X

- 1) Campus X has a copy of the keys to access the Accommodations.
- 2) Access to the accommodation by Campus X can take place:
  - a) in the presence of the Customer:
    - in the case of periodic checks;
    - if requested by the Customer
  - b) even in the absence of the Customer, with a call to notice:
    - for inspections to verify the housing conditions and for maintenance checks;
    - for checks or extraordinary measures related to installations in the accommodation;

- c) even in the absence of the Customer, without prior notice:
  - for emergency repairs;
  - in the event of a prolonged absence of the Customer or in the event that the Housing is occupied without title;
- d) for the execution of quarterly cleaning, where required;
- e) to carry out the reading of the electricity balance which is normally carried out in August and December.

**Art. 8 - Procedures for releasing the lodging**

- 1) The guest in departure must present himself/herself in the Reception to complete the check-out procedure and to return the accommodation key, no later than 10:30 AM on the day of departure. The Client is strictly obliged to book the day and time of check-out at the reception, with a notice of at least seven days from the date of release of the Accommodation.

The check-out procedure also includes the accommodation check by Campus X, the state of conservation of which will be indicated in the specific check-out report drawn up between the parties.

- 2) In the event that the Customer does not comply with the requirements requested in the previous point, Campus X will retain the entire amount of the deposit paid upon delivery of the Accommodation.
- 3) The Client can renew the Contract for University Residence maintaining the same Accommodation, giving notice of it at least sixty days before the expiry of the same. Otherwise, the Customer may still renew the Contract for University Residence, but Campus X will have the right to assign the Housing previously assigned to the Customer to third parties without the Customer being able to complain about anything.

**Art.9 - Use of common areas**

- 1) In each residence there are common areas for various uses by customers. Without prejudice to any additional specific disciplines of use of each space (for example opening and reservation hours), the following general rules will apply.
- 2) The use of kitchens, where present, and laundries is reserved exclusively for customers.
- 3) The Customer is responsible for damage caused to property, structures and / or furnishings in common areas. In the event that it is not possible to trace the persons responsible for such damage, the costs will be proportionately charged to all Residence Clients. In the same way, if extraordinary cleaning is required in the common areas of the Residence due to the conduct of one or more Customers, the relative costs will be charged to the latter and, in case of impossibility to trace one or more responsible person/s, the cost will be charged proportionally to each customer of the residence.
- 4) Customers can organize recreational activities in special areas indicated by Campus X, upon written request to the latter at least seven days before the date of the event. Therefore, parties in the accommodation, on the floors or in rooms other than those authorized by Campus X are prohibited. The request (which can also be made through the Campus X App) must be signed by the organizers and it must contain the indication of the date and time of the event, as well as the reason for it; any external participants must report their presence by depositing an identity document at the security desk while accessing the Residence. The organizers are responsible for the behavior of the participants and for any damage caused to the Residence, to the movable property and the equipment therein. All festivities and / or recreational initiatives cannot last beyond 24.00.

**Art. 10 - Housing replacement**

- 1) Subject to the provisions of the General Contract Conditions, Campus X may replace the Housing assigned to the Customer.
- 2) In particularly serious cases, Campus X may replace the Accommodation even without notice. The customer transferred to another accommodation is required to check out, deliver the keys and pay any amounts due for utilities and any damage or missing items.
- 3) No substitutions of accommodation are made at the request of the client during the period of effectiveness of the contract for university residence.

**Art.11 - Computer network access**

- 1) At each Residence it is possible to access the computer network mainly for educational purposes.
- 2) The network access is subject to the use of personal username and password. The network credentials are strictly personal and it is forbidden to share them with other residents.
- 3) It is forbidden to:
  - a) use the network service to download or stream copyrighted material;
  - b) access illegal websites;
  - c) share or download files via *peer to peer* programs (eMule, torrent, etc.);
  - d) use devices as a *hotspot* to grant internet connection to third parties;
  - e) in case of violations of the paragraphs 2 and 3, CampusX is entitled to terminate the account for Internet browsing.

**MEASURES AND SANCTIONS**

**Art. 12 - Measures**

- 1) Infringements of the rules of the present Regulations can be penalized, according to the seriousness of the facts, with the following measures:
  - a) financial penalty;
  - b) cease and desist formal notice and correlated financial penalty;
  - c) revocation of the accommodation.
- 2) In the case of a pecuniary sanction, Campus X delivers a dispute letter to the Customer. The customer, within seven days of delivery, must make the payment of the penalty.
- 3) In the case of a written warning with the value of a cease and desist notice and a related fine, Campus X delivers the written warning to the Customer. The customer, within twenty days of delivery, must make the payment of the penalty.
- 4) In the event of temporary suspension or revocation of the Accommodation, Campus X delivers the relevant communication to the interested Customer.

**Art. 13 - Financial penalty**

- 1) Subject to the provisions set forth elsewhere in these Regulations, Campus X, following a specific report, may apply a fine of Euro 25,00 in the following cases:
  - presence of animals in the Lodgings or in the common areas of the Residence, with the exception of guide dogs for the blind;
  - presence of bulky material in the common areas of the Residence and in the Accommodations;
  - presence on the terraces and on the window sills of objects that constitute the danger of safety for third parties;
  - presence of heaters, stoves or other unauthorized appliances in the accommodation;
  - presence of perishable foods in the accommodations during the period of closure of the Residences;
  - presence in the Accommodations of furniture or equipment removed from the common areas of the Residence;
  - presence of garbage bags outside the bins.
- 2) The repetition of one or more of the previously listed violations of the Regulation during the resident's stay will call for the application of Art. 19.

**Art. 14 - Cease and desist formal notice and correlated financial penalties**

- 1) Without prejudice to the provisions set forth elsewhere in these Regulations, Campus X may proceed with the notification of a written warning, with the application of a pecuniary penalty of Euro 100,00 in the following cases:
  - if Campus X, on the occasion of quarterly cleaning in the Lodgings, if foreseen, detects serious hygienic deficiencies;
  - disturbance to customers and neighbors. in particular, after 24.30 and before 08.00, songs, sounds and loud noises of any kind are forbidden;
  - incorrect behavior towards Campus X personnel and its contractors and / or collaborators, as well as other Customers;
  - hospitality of strangers in the Residence outside the allowed hours and in violation of the relevant provisions;
  - use of electric or gas stoves, refrigerators or other appliances in the accommodation without the prior written consent of Campus X;
  - modifications, tampering or adaptations to the systems, painting the Accommodations.

**Art. 15 - Use of the sums deriving from the application of financial penalties**

- 1) The sums deriving from the application of the financial penalties pursuant to articles 13 and 14 will be used to improve services and activities organized within the Residences in favor of Customers.

**Art. 16 - Temporary suspension**

- 1) Following repeated violations of articles 13 and 14, Campus X can proceed with immediate removal of the Customer from the Residence for a period of time commensurated with the seriousness of the facts committed by the Customer.

**Art. 17 - Immediate revocation of the lodging**

- 2) Campus X immediately revokes the accommodation in the following cases:
  - detentions of weapons and drugs, even for personal use, of flammable materials, harmful

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substances, radioactive or otherwise prohibited by law;

- non-payment of the fee and non-payment, after three warnings, of the sums due for expenses and / or penalties;
  - assignment in use and / or sublease to outsiders of the Housing;
  - receipt of outsiders in the accommodation without prior notification to Campus X;
  - in the event of serious violations of these Regulations during the Customer's stay at the Residence;
  - for conduct contrary to public order and applicable laws;
  - permit or transfer of use of the key to the residence to a third party;
  - failure by the Client to inform CampusX of absence for a consecutive month without serious or proven reasons;
  - repeated violations that caused the Customer to incur in more than one written warning during his stay in the Residence.
- 3) In case of revocation of the Accommodation the Customer:
- will not be able to participate in the assignment of the Accommodation in the Residence for the following academic years;
  - will not be entitled to any refund of the fee paid.

### **Art. 18 - Use of parking spaces**

- 1) Without prejudice to the provisions of the General Contract Conditions, in each residence equipped with parking spaces, the Customer is prohibited from using the parking spaces dedicated to disabled or other protected categories (eg pregnant women) or destined for specific use, if not expressly authorized by Campus X. For each violation Campus X will apply to the Customer a penalty equal to Euro 100,00.
- 2) The Customer may introduce his vehicle within the pedestrian area of the Residences exclusively for loading and unloading luggage and / or similar items. The duration of parking of the vehicle within this area may not exceed 45 minutes. The prolonged stay beyond this term constitutes a violation and Campus X may apply a penalty of Euro 50,00 to the Customer.
- 3) It is the Customer's obligation to park mopeds and / or motorcycles, even on three wheels, in dedicated areas. In the event of a violation, Campus X may apply a fine of Euro 50,00.
- 4) It is the Customer's obligation to park bicycles in the dedicated areas. In the event of a violation, Campus X may apply a fine of Euro 50,00.

**MAINTENANCE PRICE LIST**

CALL-OUT CHARGE FOR SMALL MAINTENANCE	€ 5,00
ELECTRONIC LOCK OF ACCOMMODATION DOOR	€ 60,00
SMART CARD	€ 5,00
SHOWER CURTAIN	€ 20,00
BATHROOM SINK	€ 75,00
SHOWER HEAD (only cleaning € 5)	€ 25,00
ROOM CHAIR	€ 60,00
WALL PAINTING	€ 25,00
ROOM PAINTING	€ 100,00
BATHROOM PAINTING	€ 50,00
CEILING LAMP	€ 27,00
DESK LAMP	€ 10,00
EXTRACTOR HOOD BULBS	€ 3,00
HAIRDRYER	€ 60,00
SHOWER BOX	€ 150,00
TOWEL HOLDER	€ 30,00
TOILET PAPER HOLDER	€ 20,00
TOILET BRUSH	€ 5,00
SHELF	€ 30,00
SOAP HOLDER	€ 70,00
CLOSET	€ 600,00
COAT HANGER	€ 5,00
NIGHT TABLE WITH DRAWER	€ 60,00
TABLE TOP	€ 100,00
SOFA	€ 400,00
TOILET SEAT	€ 20,00
DESK TOP	€ 300,00
DESK DRAWER	€ 60,00
DESK CHAIR	€ 70,00
BED WITH SLATTED BASE	€ 100,00
MATTRESS	€ 150,00
MICROWAVE ROLLER WHEEL	€ 5,00
SHOWER PIPE	€ 30,00
STOVE/SINK REPAIRS	€ 300,00
FIRE DETECTOR	€ 350,00
THERMOSTAT	€ 70,00
ANTENNA CABLE	€ 2,00
HANDLE	€ 20,00
MIRROR	€ 25,00
MICROWAVE	€ 370,00
REFRIGERATOR	€ 370,00
DISPENSER	€ 18,00
TV STAND	€ 100,00

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MULTI-PURPOSE PIECE OF FURNITURE	€ 60,00
KITCHEN FAUCET	€ 70,00
WALL-MOUNTED FLUSH BUTTON REPLACEMENT	€ 30,00
DRAIN REPLACEMENT	€ 30,00

The above mentioned prices include labour cost and are subject to variations due to changes of prices on the market.

### **RULES OF CONDUCT IN CASE OF EMERGENCY**

Reporting an abnormal situation.

Any person who is on the site of an emergency arising (fire, etc.), must do the following:

- contact the reception (always controlled) at the telephone number 06 95222501 communicating:
  - the nature of the event
  - the area of the occurrence
  - the relevant areas in the event
  - the presence of injured
  - and personal data.
1. Operate the nearest fire alarm button (refer to the consultable floor plans)
  2. Wait for the indications from the emergency fire and evacuation workers
  3. In the event of activation of the alarm signal (intermittent sound), the residents must stay in their rooms in vigilance or in common areas without panicking
  4. In the case of the residence evacuation signal activation (vocal message preceded by continuous sounds) the residents must:
    - Leave their home or the common area in an orderly manner, without running, without screaming, without getting caught by panic or causing it.
    - Avoid getting in the accommodation or work place, if they are in another area of the building; follow the staff of the area they are in.
    - Suspend telephone communications in order not to interfere with the service communications;
    - Leave the place quietly, using the emergency stairs (refer to consultable floor plans) and lead the visitors, if present.
    - Do not use the elevator during the evacuation of the floors, for it might be taken out of service suddenly.
    - Do not stand in the immediate vicinity of the external exits, but away from the building in order not to obstruct eventual assistance. Reach the predetermined assembly point.
    - Enter the building only when expressly authorized.

Nota bene: do not request the intervention of the fire brigade or other outside organizations on their own. Do not use the fire protection equipment (fire hydrants and fire extinguishers). In case of need, the emergency will be handled by fire fighters.