

# WELCOME TO LEEDS INNOVATION CENTRE LIMITED

This document provides some useful reference material as well as critical health and safety information. Your safety and wellbeing is of paramount importance to us and we will therefore cover much more in your initial Welcome Meeting. You can also reference our website where you will find more information such as:

◦ Clients

◦ The Team

◦ News

DOWNLOADS

[www.leedsinnovationcentre.co.uk](http://www.leedsinnovationcentre.co.uk)

A list of all the occupying clients across our sites.

Our Team Members.

Interesting and relevant news articles including those provided by you to [news@leedsinnovationcentre.co.uk](mailto:news@leedsinnovationcentre.co.uk).

Useful documents – eg. pricing, hospitality services, directions, our trusted partners and much more.

We constantly strive to improve our customer service and any input from you to help us achieve this would be greatly appreciated. We hope you never have cause for complaint but if you do, your issue will be dealt with promptly. To assist us in providing this efficient and effective service, please contact our Help Desk or Reception in the first instance. We will then redirect your enquiry to the most appropriate team member.

General day-to-day enquiries/immediate emergencies (8:45am to 5:15pm M-F).	Call Reception on 0113 3845845 (ext. 0)
For non-emergency work requests/fault logging	E:mail <a href="mailto:helpdesk@leedsinnovationcentre.co.uk">helpdesk@leedsinnovationcentre.co.uk</a> You will be given a log number and updates.
Out-of-hours Guard Contact at LIC Reception University Security University Emergency	0113 3845837 (ext. 5837) 0113 3435495 0113 3432222

When you have settled in, please call at Reception so that we can introduce you to the Leeds Innovation Centre team. Our team hierarchy is posted on the notice boards which are located at each site.

## **CAMPUS**

The University of Leeds Campus has much to offer and it is worth spending some time familiarising yourself with the area. There are numerous eateries, gym, banking facilities, shopping (clothes through to groceries) and much more. Our team can answer your questions about these facilities and a campus map is available from our website (Downloads) or Reception.

The University Business School café (situated opposite the Leeds Innovation Centre) provides a range of sandwiches and hot meals. They open at 8.30am and close at 3.30pm Monday to Friday. However, as with most campus facilities, they are closed on public holidays some of which are extended for the University.

## **CAR PARKING & GETTING HERE**

You may have been allocated parking spaces. It is also important to note that we are not responsible for the management of all car parking areas and failure to display your permit may result in your car being clamped.

Visitor spaces can be reserved at Reception. We recommend that these are booked as soon as required as they are limited. Street parking is more readily available at the back of Leeds Innovation Centre off Moorland Road and towards the Hyde Park area. A large multi-storey car park is situated on Woodhouse Lane and a smaller car park is available at the bottom of Clarendon Road.

There is a discounted metro bus service that runs from the city train station which stops at various destinations around the city centre including Park Lane College, Clarendon Road Maternity Hospital and the University of Leeds. Directions for your Visitors are also available on our website (Downloads).

## **CLEANING**

Offices are cleaned each morning Monday to Friday. Desks should be cleared on Friday night if you require them to be cleaned on Monday morning.

The cleaning service includes vacuum, desk clean, general dusting, soft furnishings, bins. The service does not include cleaning office equipment (PCs, copiers etc.), disposal of large items and special disposable items such as PCs (although we can arrange this for you).

Window cleaning, grounds, gardening etc. are done on a regular basis.

Note: the laboratories are not cleaned due to strict health and safety regulations, however, the write-up area can be cleaned if required.

## **FIRST AID**

A number of the Leeds Innovation Centre team are first aid trained and we also have a supply of first aid materials. We recommend however that you have sufficient First Aid trained personnel of your own and hold your own first aid log book. You should refer to the latest H&S legislation for guidance in this respect.

ALL accidents should be reported to Reception as soon as they occur. You will be asked to complete the accident book and if necessary complete the RIDDOR report (serious listed injuries).

If you feel it necessary to call an ambulance, please let Reception know as soon as you have done so, so that we can prepare easy access for them.

A defibrillator is available from the Business School Reception.

## **FIRE**

Leeds Innovation Centre is obliged to provide a Fire Risk Assessment. However, as a tenant and in line with current regulations you must also complete one for your own staff. We will of course complete this with you if you wish and can provide a template that you may wish to use.

Fire extinguishers are placed strategically throughout our facilities and you should make yourself familiar with their locations. Please do NOT provide your own extinguishers. Please see Reception if you are concerned about the quantity or location of the existing extinguishers.

You should ensure, through appropriate in-house training that everyone is familiar with the building layout, the fire exits and the assembly point.

We will ask you to nominate a member of staff whose responsibility it will be to report to a member of the Leeds Innovation Centre team at the Fire Assembly Point (the location of the assembly point will be highlighted to you at the Welcome Meeting but these are also indicated on our site notice boards). In addition, we may ask for volunteer Fire Wardens whose role it is to check the general areas (eg. toilets).

It is each company's responsibility to ensure that visitors, as well as employees, are evacuated safely. You should carry out a PEEP Assessment (Personal Emergency Evacuation Plan) as necessary for members of staff and visitors.

On hearing the fire alarm you should evacuate the building IMMEDIATELY (via the staircases and never by a lift) and proceed to the assembly point. Fire Wardens will be wearing fluorescent armbands and Leeds Innovation Centre staff will be wearing fluorescent jackets.

Leeds Innovation Centre occupants only - There will be an audible test every **Wednesday at 3pm** (2 short rings) but you will NOT be required to leave the building for these. There will also be a full evacuation alarm test annually, for which prior warning will be given to Heads of Companies and Fire Wardens only.

Leeds Innovation Hub occupants only – there will be audible tests (2 short rings) approximately every 3 months, but you will NOT be required to leave the building for these. In the event of any planned evacuation test, Heads of companies and Fire Wardens will be informed in advance.

Bioincubator occupants only – there will be occasional audible tests (2 short rings) but you will NOT be required to leave the building for these. In the event of any planned evacuation test, Heads of companies and Fire Wardens will be informed in advance. Occupants should also sign the book (located outside the meeting room) and which is used by Security Services to assess any onsite presence)

## **FURNITURE**

We do not generally hold stock items and newly ordered furniture has a 4-6 week lead time for delivery. We can swap items of furniture where possible but there may be a charge for this service to cover labour and transportation.

## **GYM**

You can get membership for The Edge Gym on Campus – please ask our Reception for further information.

## **HEALTH AND SAFETY**

We will discuss health and safety with you in more detail at the Welcome Meeting, however, listed below are a few basic rules:

1. We operate a 'no smoking' policy across all our sites and which includes the use of e-cigarettes. For the comfort of everyone, please do not smoke at the entrances or immediate perimeters of our sites or in the underground car parks.
2. PAT test your equipment. We can provide details of a reputable company who can undertake this at a reasonable price.
3. Microwave Ovens, coffee machines etc. are allowed in the offices but they must never be left unattended. Toasters or any smoke emitting devices are not allowed.
4. Please do not 'daisy chain' power supplies (ie, plugging an adaptor into an adaptor). Please inform Reception if you feel you have insufficient power supply. Do not leave leads trailing across the floor.
5. Do not store/use dangerous substances in the offices (corrosive, flammable, harmful, irritant, oxidising).
6. Immediately report spillages to Reception.
7. Carry out risk assessments appropriate to your business (and which must include a Fire Risk Assessment).
8. Do not prop fire doors open (especially not with Fire Extinguishers!)
9. Any children on site should be supervised at all times.
10. Display a Health and Safety poster (compulsory legal requirement). These can be attained via Reception or directly from HSE).

## **INCIDENTS**

Any incidents should be reported to a member of staff immediately. You will be asked questions concerning the incident and a form will be completed by a member of our staff. You will then be asked to sign the form. An incident could be health and safety related (including near misses), theft or a complaint of any nature.

## **INFORMATION TECHNOLOGY**

Leeds Innovation Centre staff can undertake router reboots between 8:45am and 5:15pm Monday to Friday. Outside of normal working hours, our Security Guard can accompany a member of your staff to the Communications Room. You should ensure therefore that you have a member of staff who is trained to do this as our Security Guard is not. For any other access to the Communications Room, including equipment installations, then our Reception must be informed well in advance as authorisation will be required. Equipment installation in the Communications Room is strictly at the discretion of Leeds Innovation Centre.

## **JOINERY AND OFFICE IMPROVEMENTS/CHANGES**

These must be organised for you by a member of Leeds Innovation Centre staff – e.g. notice boards, shelving etc., for which we will attain a price first. You will also be asked to sign a form regarding reinstatement of the suite on your departure. Under no circumstances must any alteration be made (electrics, decorations, joinery) by anyone other than a Leeds Innovation Centre contractor.

## **LICENSES**

Leeds Innovation Centre (main HQ) has a television licence for its own use and which includes any TV being watched in our public areas (eg. meeting rooms), however, if you wish to use a television in your office you are required to provide your own TV license. Similarly, if you intend to listen or use copyright music then you must ensure you hold the necessary Performing Rights permissions.

## **PARTNERS**

Our full range of Partners can be viewed on our website. These include the University of Leeds library (of which you can be a member), Accountancy, IP, Legal, Health and Safety, Human Resources and much more.

You will also receive information about your FREE membership to the Leeds Chamber of Commerce.

Some of the benefits of this are:

- Account Manager available to discuss your individual needs
- Health & Safety and Human Resources Help Line
- A range of Health Plans for your employees
- Debt Recovery
- Insurance
- Press Desk Service
- Free training courses and reduced entry fees to events
- Access to influence via Business and Property Forums
- Connect Cards
- .....and much more

## **POST**

Please use the main Leeds Innovation Centre HQ address for all post (103 Clarendon Road, Leeds LS2 9DF). We cannot guarantee delivery of your post if another site address is used.

Post is delivered and collected from our satellite sites at approx. 1:30pm and 4:00pm. Post collected at the end of the day and/or left at our Reception by 4:00pm will be franked/posted that day. If however if you have large mailshots, we would advise allowing more time and informing us in advance.

## **RECYCLING AND ENERGY CONSERVATION**

Please:

1. Use the recycling bins situated throughout our sites.
2. Switch off lights when not in use.
3. Use heating/cooling systems only when necessary.
4. Bring Cartridges to the Leeds Innovation Centre Reception.

## **SECURITY**

The security for your site will be discussed with you at your welcome meeting. If however you require more information for insurance purposes, then please ask at Reception.

Leeds Innovation Centre is a wholly owned subsidiary of the University of Leeds.