

# Welcome

Surrey  
Research  
Park



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# Reception desk

→ at the Surrey Technology Centre

The reception desk is staffed  
**MONDAY to FRIDAY** from  
**8.30am to 5.30pm**

Reception can be contacted on  
 **STC@SURREY.AC.UK**  
 **111**

A security guard is on  
duty on the reception desk  
**MONDAY to FRIDAY**  
**from 5.30pm to 9.00pm** and  
**SATURDAY and SUNDAY**  
**from 10am to 4pm**

During these times they  
can be contacted on  
 **5729**  
 **GATE HOUSE NUMBER**  
**5955**

All Park and premises matters may be addressed face to face  
with the reception team or alternately they can be contacted  
on **STC@SURREY.AC.UK**



# Here, we go.

Welcome to the Surrey Research Park community, where you join our dynamic, diverse and industry leading tenants, working across sectors such as space, digital, environmental, animal health and human health.

The Surrey Research Park team are here to support you and make the most of your location with us on the park, from booking meeting rooms to facilitating introductions to academics and introducing you to opportunities at events.

## Connect and Collaborate

Look out for our regular Park newsletter and visit our website for information on our latest events, news and collaboration opportunities. [surrey-research-park.com/connect-and-collaborate/](https://surrey-research-park.com/connect-and-collaborate/)

Have a story to share, an event to promote, or community engagement ideas? Get in touch with us on [srpmarketing@surrey.ac.uk](mailto:srpmarketing@surrey.ac.uk) as we are here to support you.

## Supporting your business to grow

Enquire through our website about further details of our business incubation support, Angel investment network and access to student talent. Find links to further information about our local facilities and services provided by the University of Surrey. [surrey-research-park.com/supporting-your-business/](https://surrey-research-park.com/supporting-your-business/)

You can also find further details about Park services in our Members Area [surrey-research-park.com/members-area/](https://surrey-research-park.com/members-area/)

**Read on to find all the practical details about residency on the SRP, helping you fit right in.**





# Car parking

Permanent parking permits are issued which should be displayed on the vehicle's windshields. Visitor parking permits will be provided for tenants to issue for visitors to use. There are allocated spaces to each unit and further general parking available to permit holders on a first come, first served basis.

12 Solar Powered EV charging bays are available in the STC car park. To use, follow the on screen instructions at the charging bay to download the app and set up your payments.

[> DOWNLOAD PARKING REGULATIONS DOCUMENT](#)



# Refuse collection



The bin store is the small enclosure located in the parking area nearest your building. The bins are emptied regularly. Please put all rubbish in the bins and leave the bin-store tidy. Food waste caddies are provided for in each unit. Please make use of them to collect organic waste and dispose of it into the allocated food bin in the bin store.



Please separate out glass into the dedicated bins. All other waste is recycled at the depot.



# Buildings and Grounds Maintenance



Maintenance of the general building fabric to areas excluded in the building demise is undertaken by the Surrey Research Park Operations team. All grounds and landscaping maintenance is undertaken by the Surrey University Grounds and Horticultural team. All maintenance matters not included in the tenant responsibility can be raised with the reception team at the Surrey Technology Center or emailed to [stc@surrey.ac.uk](mailto:stc@surrey.ac.uk)

**ABC Contractors, located at SRP will be available to provide a service and quote accordingly.**

 **01483 237066**





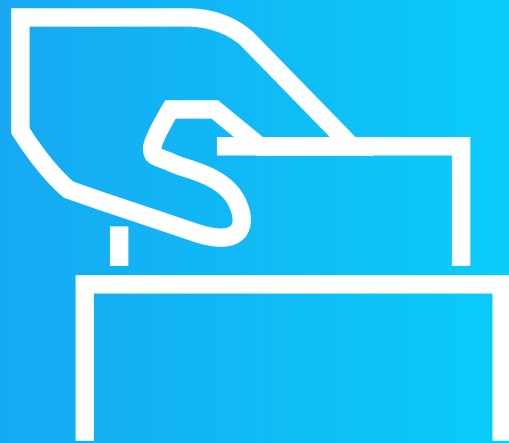
# Cleaning

The cleaning of the common areas of the building is organised by the Operations team and each tenant is responsible for the cleaning of their unit. Should you require cleaning service contact details can be obtained from reception.





# Signage



Signage at the main entrance to the building and street signage is managed through the Surrey Research Park Operations team. Matters relating to signage requirements can be logged with **[stc@surrey.ac.uk](mailto:stc@surrey.ac.uk)**



# Pets



Please contact the Surrey Research Park Operations team should there be a request or requirement for pets to be accommodated at work.



# Meeting rooms

The meeting facilities at the Surrey Technology Center are booked through reception. As the meeting rooms are extremely busy, if a room is not required, please cancel the booking as soon as possible. Notification of a cancellation received less than 24 hours before the meeting will be charged. Further information about meeting rooms and meeting room charges are shown in a separate section.

[> DOWNLOAD - MEETING ROOM RATES](#)



# Services



Each unit is provided with a dedicated electrical and water meter and in multi tenanted building a landlord meter. Tenants contract with independent energy service providers direct. For water, the Research Park contracts to Wave Water, meter readings are taken and usage billed appropriately.



# Insurance

The Surrey Research Park buildings are insured by the landlord, the University of Surrey, and all claims relating to material damage to the building (bricks and mortar and landlord's fixtures and fittings) will be dealt with by the Surrey Research Park Office.

The liability of the University to third parties arising from its activities as landlord of the Surrey Research Park is covered by the University's Public Liability policy.

Tenants of the Research Park should hold Material Damage (including Business Interruption) insurance and contents insurance to cover both the equipment in the unit and personal possessions.

Tenants should also have liability insurance to cover their liabilities to third parties.

It is a legal requirement that any business with at least one employee must have Employer's Liability insurance and a current certificate should be displayed in the premises where the employee/s work.

It is the responsibility of each tenant to ensure all contractors used on site comply with our Health and Safety requirements and have a minimum of £1m Public Liability Insurance cover.





# Security



Security services are outsourced to Eversure Management. A Security officer is present on the site from 17:30 each day at the Surrey Technology Center. At 21:30 the officer is stationed at the security hut at the entrance to the Park. A mobile patrol takes place each evening between the hours of 23:00 and 7:00.

## **CCTV CAMERAS**

CCTV cameras are located throughout the park and internal common area spaces and are monitored from a central control room in the evenings.

## **SECURITY GATES**

The gates at the entrance to the Park are in operation from 9.30pm to 7am Monday to Sunday. Access onto the park is via the guard hut.

If you see anything suspicious please notify the Research Park Office or if afterhours contact the Eversure Management control center on **01483 456730/732**.



# Incident reporting procedure for Surrey Research Park



An incident is an unexpected event that causes injury, could have caused injury or results in material damage. Types of occurrences that are considered as an incident:

- Any accident involving injury to a member of staff, student, contractor, visitor, or member of the public.
- Any incident that had the potential to cause death or serious injury (near miss).
- Any incident that involves damage to property or to the grounds.
- Any incident involving pedestrians or road vehicles.
- Damage to health as a result of something arising on site e.g., exposure to hazardous substance.
- Lost work time due to a health or safety problem on site.

The first priority in any incident is to assess and deal with the situation, ensuring the area is made safe and those that need assistance receive the help they need. If an incident across the park occurs a report of the incident must be made to the Surrey Research Park Office on 01483579693, as soon as the incident has been dealt with.



# Fire safety arrangements



Tenants must provide instruction and training for everyone employed in their unit in order to make sure that all employees know and understand the fire instructions and what they should do in the event of a fire.

A written copy of the instructions and procedures must be given to each employed person. Detailed fire safety and emergency evacuation procedures are available on the download files.

[> FIRE EVACUATION PROCEDURE](#)

[> FIRE SAFETY INFORMATION](#)