

Welcome

Surrey
Technology
Centre





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Reception desk

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

If there is an emergency in the building when the reception
desk is not staffed the following should be contacted:



EVENSURE SECURITY 01483 456730/732



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/

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

Supporting your business to grow

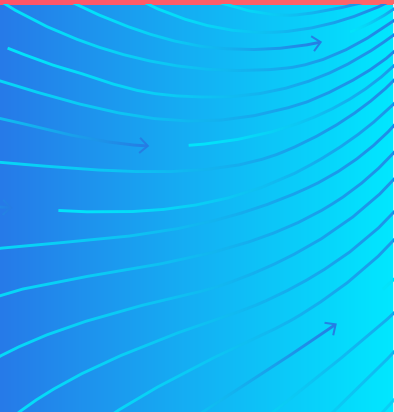
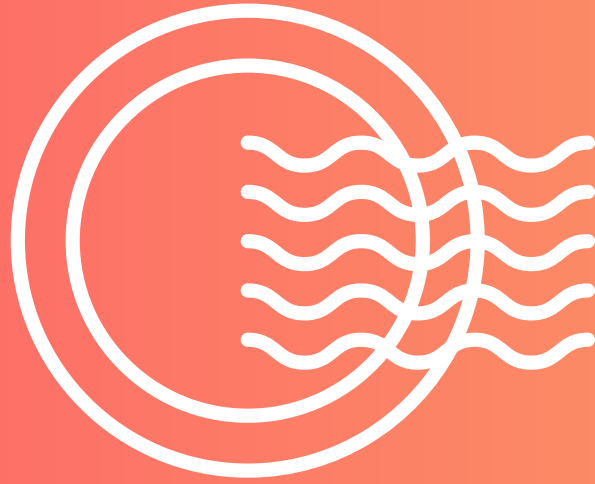
Enquire through our website about further details of our business incubation support, Angel investment network and access to student talent. Find links to further information about our local facilities and services provided by the University of Surrey. surrey-research-park.com/supporting-your-business/

You can also find further details about Park services in our Members Area surrey-research-park.com/members-area/

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



Post



Morning post is sorted and left in the pigeon-holes in the post-room.

Post that requires a signature will be accepted and signed for by reception staff. You will then be informed by phone or email.

Mailbags are collected at 4.45pm

If you miss the post, mail is collected from the post box in Occam Road.

Last collection is at 6.30pm



Deliveries

Tenants will be notified of any courier or postal delivery and should, if possible, come to reception to collect it as soon as possible. If there is no-one in the office, reception staff will sign for the delivery and keep it in the post room.

Please note, all deliveries are left in an open area.



Collections

Packages to be collected by couriers can be left in reception but this will be at your own risk.



Car parking

All people working in the Technology Centre will be issued with a car parking permit which should be displayed on the windscreen of their car at all times.

Please park in marked bays of the STC. All visitors are to be issued with a visitors parking permit, which can be obtained from reception. The visitor bays are at the front of the STC.

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 brick building in the middle of the carpark at the rear of the building and the bins are emptied every day. Please put all rubbish in the bins and leave the bin-store tidy. Food waste caddies are in each unit. Please make use of them to collect organic waste and dispose of it into the allocated bin store in the car park.



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



Maintenance

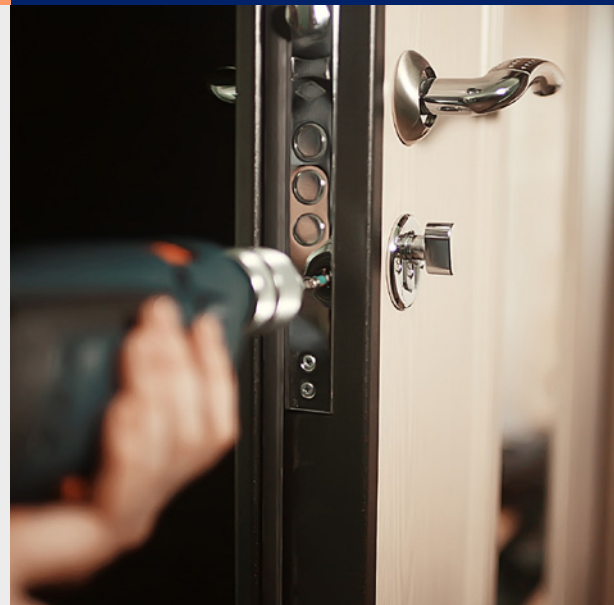


Maintenance of the fabric of the Surrey Technology Centre is organised by our Operations Team. This includes lights, doors, windows, heating, air-conditioning or water supply. All maintenance related concerns should be reported to reception staff or the Operations team who will ensure that this information is passed on to the maintenance contractor.

If you require the services of a handyman to move furniture, do small amounts of cabling, put up whiteboards etc the maintenance contractor,

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

 **01483 237066**



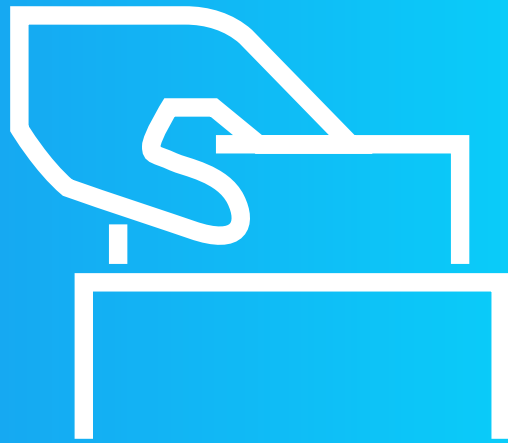


Cleaning

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 board outside unit



The plastic sign panels outside each unit are designed to take an A4 sheet of paper. The clear plastic cover comes off and a new name/logo can be inserted. If you have any issues, contact reception.



Pets



Please note that due to restrictions imposed by our insurers, pets are not allowed in the Technology Centre.

Assistance dogs are permitted.



Meeting rooms

The meeting rooms 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](#)



Communications

Telephones

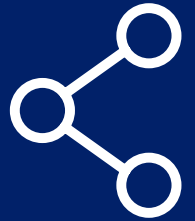
Each tenant is allocated phones for use within the unit. The default setting in place for all extensions is that if a call is not answered after 5 rings, reception will answer the call in your company's name and a brief message will be taken and sent to the tenant via email.

[> DOWNLOAD - HANDSET PROGRAMMING INSTRUCTIONS](#)

Broadband and guest WIFI

STC-Tenant broadband is available to sign up to for immediate connection.

STC-Visitor WIFI is available across the STC. Visitors just provide their details when prompted to sign in on their device.





Electricity



Each unit is provided with it's dedicated meter. Meter readings are taken bi-monthly and invoiced accordingly.



Equipment for tenants use



The following equipment is available for STC tenants to use. Please ask at reception for further details:

SHREDDER - located in the Postroom, it is small but robust and is configured to security level 3 (confidential waste). Plastic waste sacks will be supplied by reception.

TROLLEY - flatbed and upright, both located in the Postroom.

HEAT BINDER - for binding documents. Clear plastic covers with black spines (various sizes) can be supplied for a small charge.

LAMINATOR - plastic covers are supplied free of charge.

VACUUM CLEANER - available for the use of tenants.

TOOLBOX - containing screwdrivers, hammer, torch etc.

If you do borrow equipment, please return it to Reception as soon as possible. Charges may be made for items not returned or returned damaged.



Insurance

The Surrey Technology Centre building is 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 Technology Centre 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



Access to the Surrey Technology centre is by proximity card. Both car park entrances are fitted with proximity card readers allowing for 24/7 access into and throughout the building.

Proximity cards can be obtained from reception and must be signed for personally. Lost cards can be replaced at a cost of £20 (inc. VAT); this is a non-refundable charge. If at any time you have a problem with your card, let reception know immediately. Any cards not required should be returned to reception. If someone leaves without returning their card, reception must be advised, and the card will be cancelled.

For your own security and that of everyone else – do not let anyone into the building who is not personally known to you.

VISITORS

All visitors must sign in at reception and obtain a parking permit if they have parked on site.

INTRUDER ALARM

The intruder alarm covers all external doors except for the ones leading to the car park.

CCTV CAMERAS

As security measure CCTV cameras are fitted to all common areas including meeting rooms.

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 in the building advise Reception, the Operations Manager or the Security Guard. If this happens at a time when reception is not staffed contact Evensure Security 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](#)