

Centre rules and guidelines

>>Version: 3.2 (November 2024)<<

Firstly, we would like to say welcome to Watermoor Point and we're delighted that you've chosen to be part of the growing business community here.

We hope you will love your new base here in the centre of Cirencester.

This welcome pack contains some key information including:

- Useful Contact Details
- Fire Evacuation Plan inc. Warehouse
- Site, Co-Work & Office Suite Information
- Warehouse Unit Information inc. Deliveries
- Centre Policies
- Way Finding & Site map

We ask you to please give this pack a read. We are on hand should you have any questions.

Management contacts

Our management team are located at the Gatehouse, just off the central business lounge in the Bridge. Should you have any questions please just drop by but the most efficient way of contacting us is via <https://www.watermoorpoint.co.uk/site-maintenance-request/>

The management team is usually on site between 9:00 and 5:30

Facility Management contacts

Our facilities management is undertaken by Sam Grunfeld.

He is based in the Gatehouse at the entrance to the site. You can call him on call 01285 424242. Press 2.

We encourage you to log service requests at <https://www.watermoorpoint.co.uk/site-maintenance-request/>

More info and booking requests

Please visit <http://hub.watermoorpoint.co.uk/> for more info on events and bookable resources.

Contents

Management contacts	1
Facility Management contacts	1
More info and booking requests	1
Key Centre Rules	4
Way Finding and Site Map	6
Fire Evacuation Plan	7
On hearing the fire alarm	7
If you discover or suspect a fire	7
Out of hours Evacuation	7
IMPORTANT CONTACTS	8
Emergency procedures and H&S	15
Health and Safety Compliance	15
Fire management	15
Flood management	15
Access	16
Car park safety	16
Parking	16
Door Access	16
Disabled access	16
Warehouse access	16
Cycle parking	17
EV charging	17
Communicating with visitors or couriers	17
Security and safety	17
Stay alert	17
Lock windows and doors	17
Noise and disturbance	18
Post and deliveries to the offices	18
In-bound post	18
Your address	18
Deliveries or items requiring signature	18
Outbound post	19
Receipt/dispatch at the warehouse	19

Heavy Goods Vehicles (HGVs)	19
Light goods vehicles (LGVs)	19
Manual and Mechanical handling equipment in the warehouse	19
Cleaning and waste services	20
Cleaning and service requests in communal areas	20
Cleaning and service/repair requests within your Suite	20
Waste areas	20
Warehouse Waste	20
Technology	20
Wi-Fi and internet access	20
WPA2-Enterprise and domestic Wi-Fi appliances	21
Chromebook/Android WiFi	21
Legacy equipment	22
Back-up generator	22
Other spaces	22
Business Lounge and break-out spaces	22
Snack bar and coffee machine	22
Refreshment stations	23
Gardens	23
Meeting room and hot desk booking via the Hub	23
Showers	23
Communal TVs and TV wall	23
Sustainability and energy usage	24
Conserving energy	24
Generating energy	24

Key Centre Rules

The below are some of the key rules to ensure Watermoor Point runs efficiently and safely.

1. Please read and familiarise yourself with the Fire Evacuation Plan in this document. Ensure your team are also familiar with it. Please also ensure that you provide us with any Personal Emergency Evacuation Plan (PEEPs) if your team require them.
2. Please respect the 10mph car park speed limit, give priority to pedestrians, and reverse park when you can.
3. It is your responsibility to ensure you have sufficient insurance coverage. This includes; (a) Employer and Public/Product Liability insurance; and (b) Contents insurance. Watermoor Point reserves the right to request insurance certificates from time to time. For the avoidance of doubt, Watermoor Point **does not** insure your contents.
4. For security and money laundering purposes we may require Director / sole trader ID checks from time to time. This is strictly enforced for warehouse occupiers.
5. The health and safety of your employees and visitors is YOUR responsibility. Please ensure you have sufficient insurance and risk assessments in place. We reserve the right to request evidence of these from time to time.
6. You must do nothing illegal on site. This includes complying with all laws in the use of our data networks.
7. You must not allow any nuisance to interfere with the use of the centre by other clients. If you are using the business lounge for calls or video calls, please utilise headphones to not disturb others.
8. The following must not be stored anywhere on site without prior authorisation from management: (a) Food or perishable goods for commercial use; (b) Toxic, pollutant or contaminated goods; (c) Firearms or explosives; (d) Radioactive materials; (e) Self-combustible, flammable, explosive or oxidising materials, liquids or gases e.g., paint, petrol, oil, nitrate film or hazardous goods; (f) Living plants or animals; (g) Fireworks; (h) Illegal goods illegally obtained, including counterfeit goods; (i) Waste materials including any waste e.g., used electrical equipment, used vehicles etc (j) Tyres or refrigeration; (k) lithium batteries.
9. You are responsible for interior cleaning and upkeep of your space. Your space must be returned to us in the condition same as you took it over. We reserve the right to request and undertake a condition survey. Fixtures and fittings in your space must not be altered without consent from us, nor must you change the locks or cause any damage to the space or centre.

10. Smoking in or near the building is illegal. Vaping is also not allowed. Smoking in the grounds is permitted but strictly limited to those areas defined as smoking zones. Please do not smoke/vape in the car parks.
11. No electric heaters are allowed on site without prior permission. Please speak to centre management if you have concerns regarding heating.
12. It is very important that you close and lock all windows and doors to your unit when you leave. When exiting the building make sure that external doors close behind you. There is no need to lock doors with Paxton controls. If you are last to use the sliding doors off the business lounge to the gardens, please ensure they are closed and locked prior to leaving.
13. You must provide suitable evidence of training before you are allowed to use the Mechanical and Manual Handling Equipment in the warehouse. Please ensure that any communal equipment in the warehouse is returned to the load bay area after use.
14. The car park spaces are on a first come first serve basis. You are allowed as many registered vehicles as your licence allows for. Please email your vehicle registration numbers to space@watermoorpoint.co.uk. Failure to do so may lead to a parking fine. Please do not leave vehicles on-site overnight without prior approval. The management accepts no responsibility for theft or damage to vehicles in the car park.
15. Please endeavour to conserve energy where you can. Turn off lights and equipment when not in use. Please dress appropriately for the seasons.
16. Well behaved dogs are welcome. Dogs must always be on a lead in the communal areas of the building, the car parks and grounds. Please pick up and bag foul waste and deposit it straight in the external bins. If a dog becomes noisy, unsanitary or upsets our staff or other licensees we reserve the right to ask the dog owner to remove the dog from site.
17. Please be aware that a river runs around Watermoor Point. Please stay well away from the edge and do not enter the water. Please also familiarise yourself with the Flood Management Plan.
18. If you spot any damage, or safety/security issues on site please do not assume others will have reported it and let us know so we can address it.
 - a. If urgent please call 01285 42 42 42,
 - b. You can log service requests at <https://www.watermoorpoint.co.uk/site-maintenance-request/>
19. Please respect the privacy and comfort of other Watermoor Point clients but don't forget to smile and say hello when you encounter each other.

Way Finding and Site Map

Site Map

centre management
T 01285 42 42 42



Fire Evacuation Plan

As an employer your organisation is responsible for compliance to current UK statutory fire legislation within your organisational (office/unit) space. This includes the nomination of a responsible person as stated in the Regulatory Reform Fire Safety Order (RRFSO) 2005. Your organisation must have an up-to-date fire evacuation plan.

The following plan applies to the overall site. The full Fire Management Plan is available here: <https://www.watermoorpoint.co.uk/category/member-information/>

On hearing the fire alarm

- Leave the building by the nearest available exit, closing windows and doors behind you, if possible
- Do not stop to collect personal belongings and do not use the lifts
- Your Fire Marshals (Orange Vests) will assist with the evacuation of the building and report to the Fire Safety Manager (Red/Yellow Vest)
- Co-Work members should try and remain together in one group and report to a member of the Watermoor Point staff (Red/Yellow Vest)
- Assemble at the nearest designated Site Fire Assembly Point (see plans attached)
- Stay in your groupings and await further instructions from your Fire Marshals

If you discover or suspect a fire

- Immediately operate the nearest fire alarm call point
- Notify Facilities Management on 01285 42 42 42
- Do not attempt to contain or tackle a fire unless it is to aid your escape

Out of hours Evacuation

Out of hours means between 17:00 and 09:00 Monday – Friday and All Day on weekends, and bank holidays.

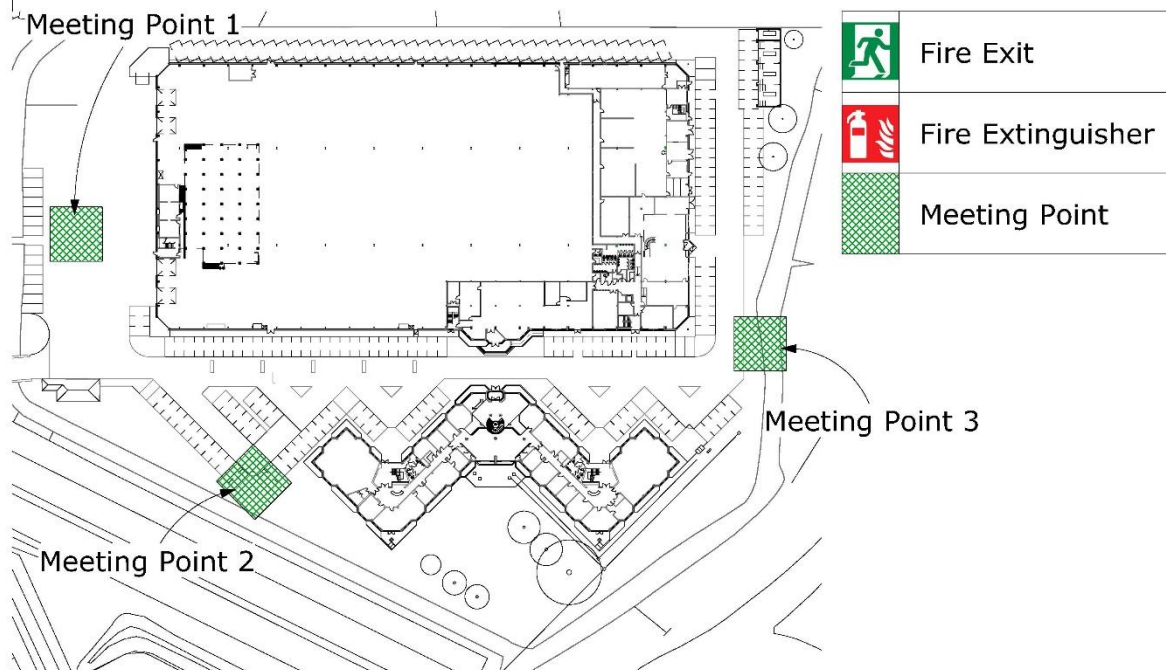
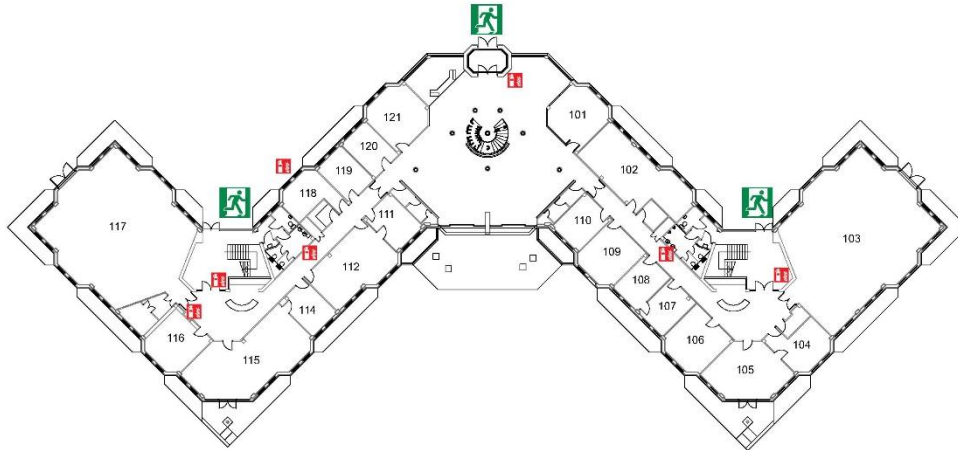
If you discover or suspect a fire

- Immediately operate the nearest fire alarm call point
- Leave premises by the nearest available fire exit, closing windows and doors, if possible
- Dial 999 and inform operator that there is a fire at Watermoor Point, GL7 1LF
- Remain at the assembly point until contacted by Fire and Rescue services

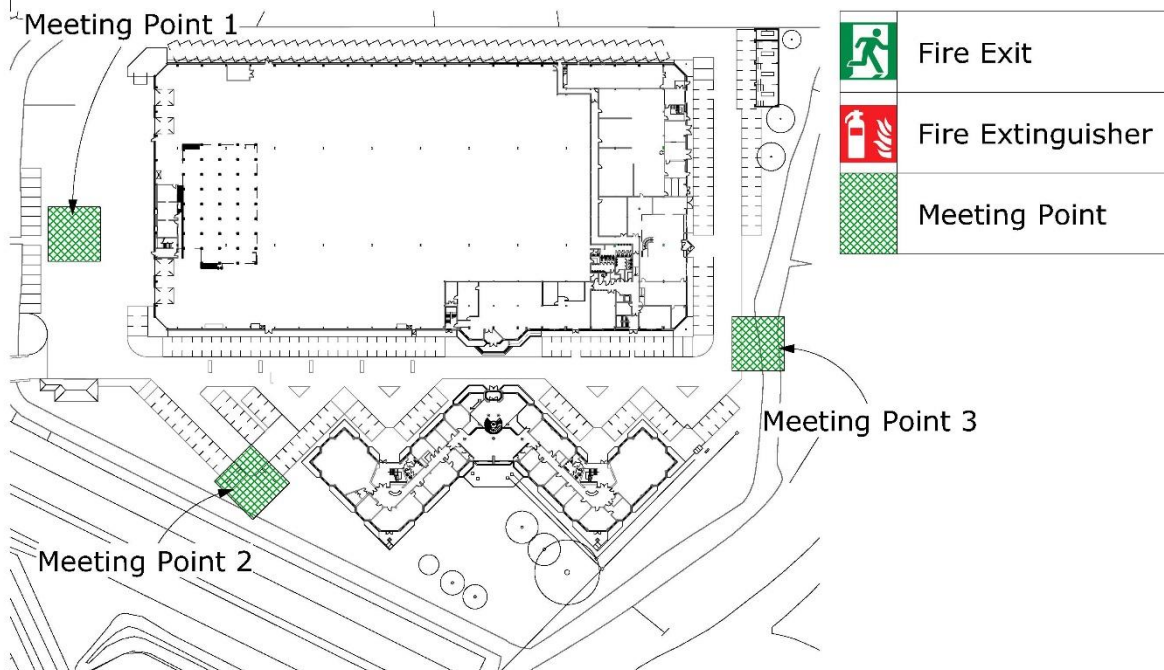
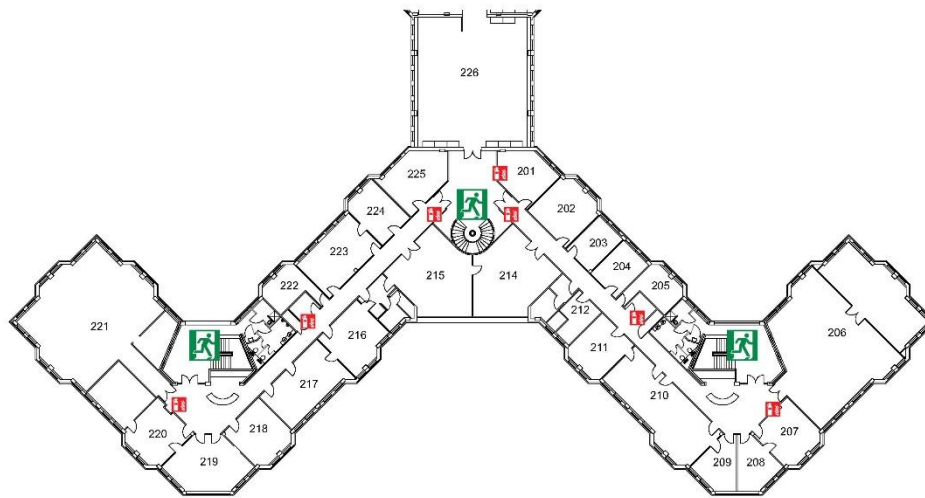
IMPORTANT CONTACTS

Name	Role	Phone number
Sam of Watermoor Point Ltd	Fire Safety Manager	01285 42 44 30
Ian of Watermoor Point Ltd	Deputy Fire Safety Manager	01285 42 44 30
Victoria of Watermoor Point Ltd	Deputy Fire Safety Manager	01285 42 44 30
Name	Role	Phone number
	Your Fire marshal	
	Your Deputy fire marshal	
OUT OF HOURS? CALL 999		

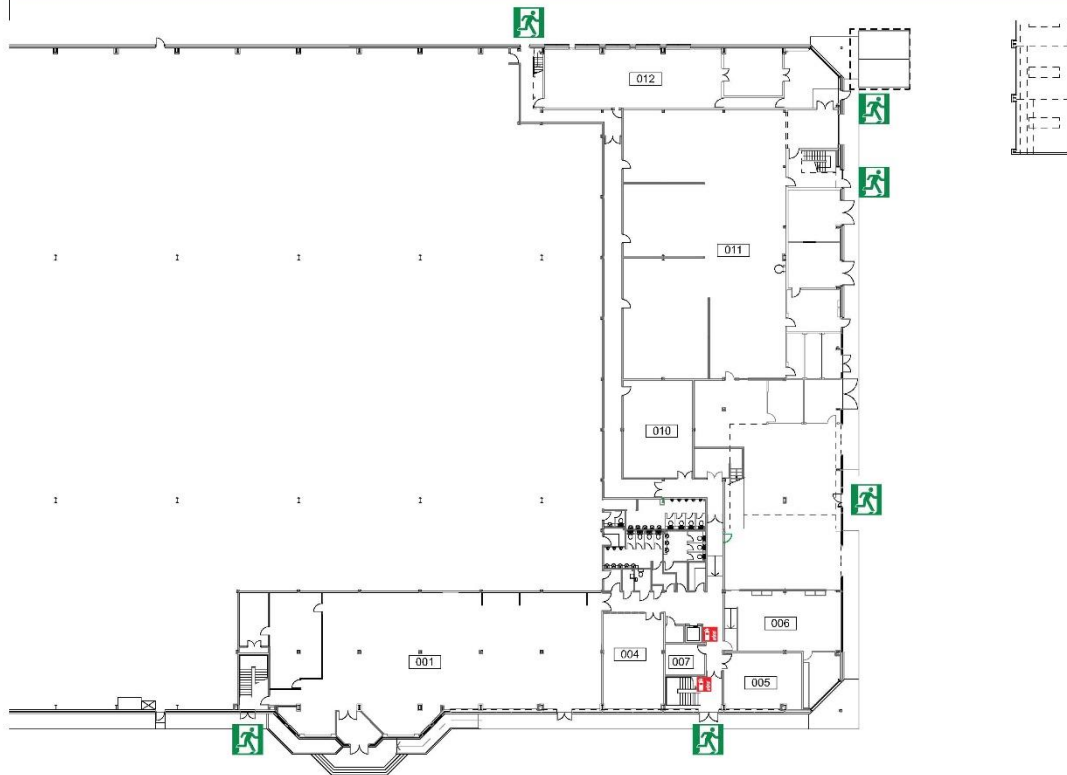
Communal Fire Evacuation Plan



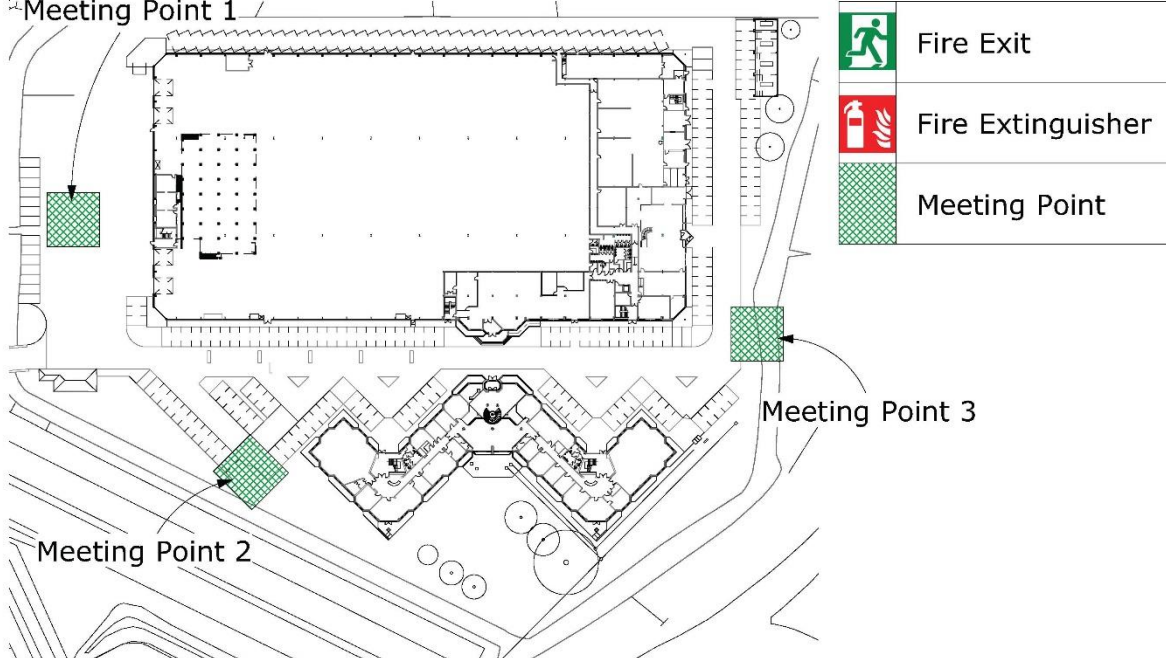
Communal Fire Evacuation Plan



Communal Fire Evacuation Plan

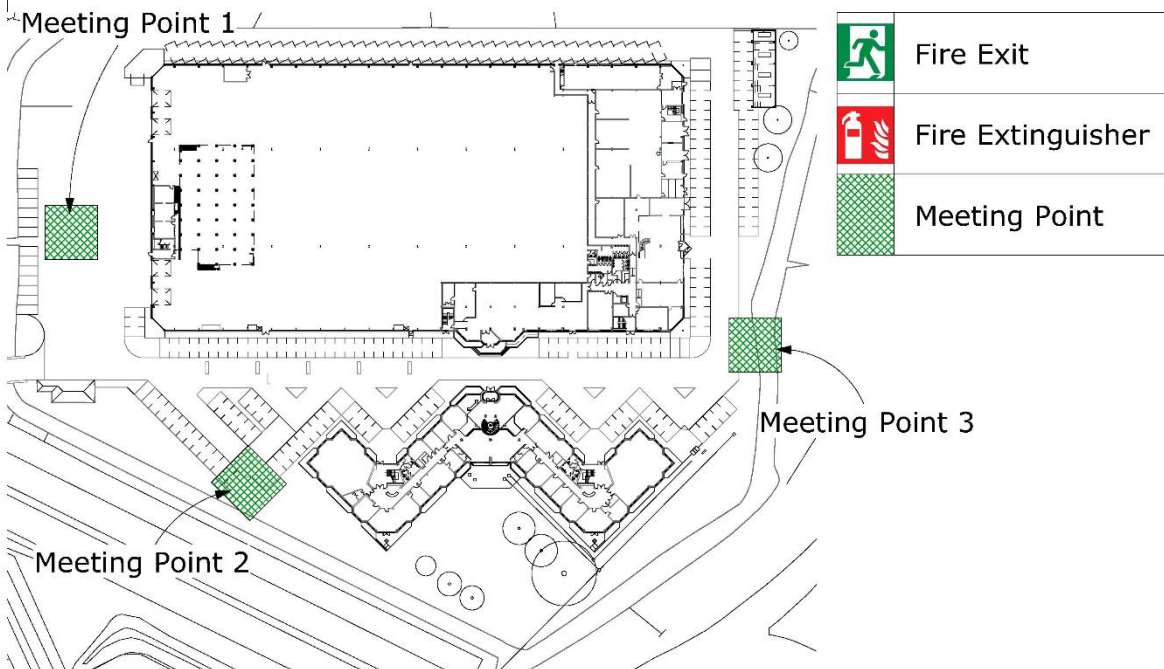
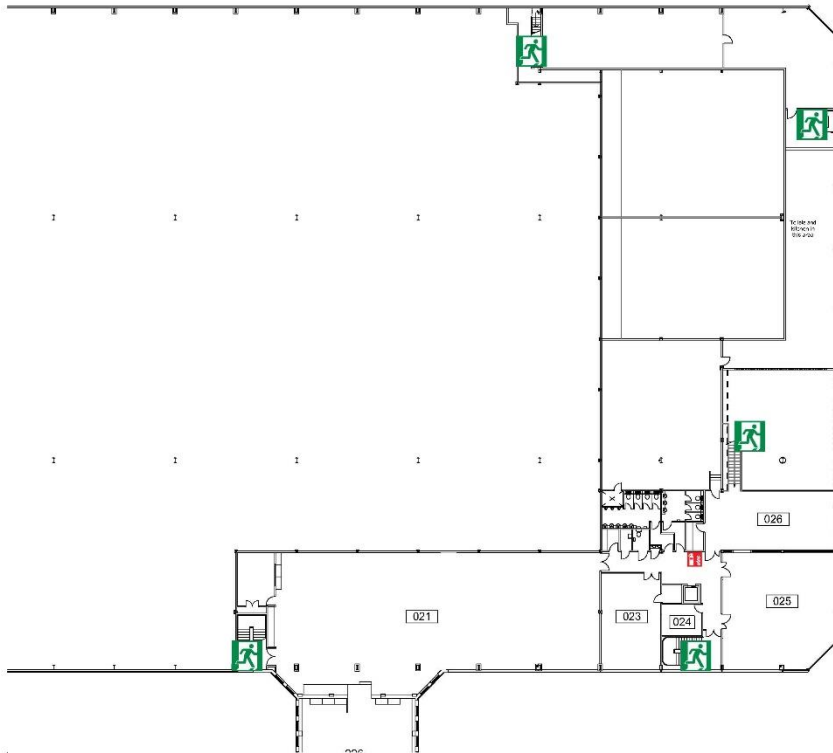


Meeting Point 1



The Atrium - Ground Floor

Communal Fire Evacuation Plan

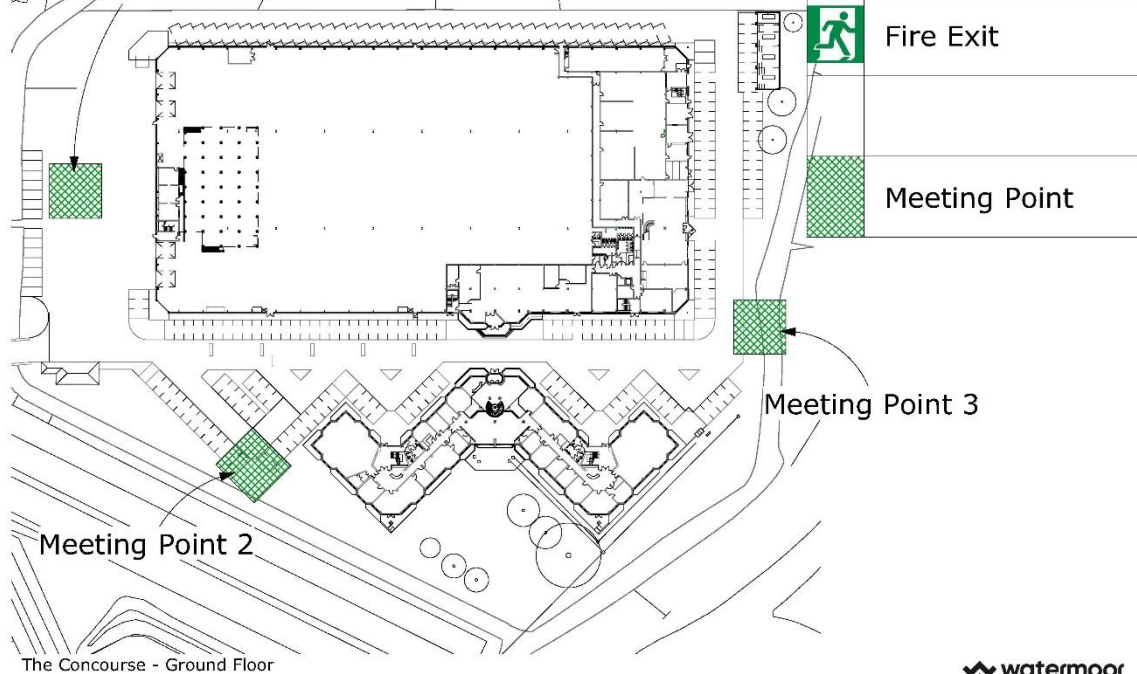


The Atrium - First Floor

Communal Fire Evacuation Plan

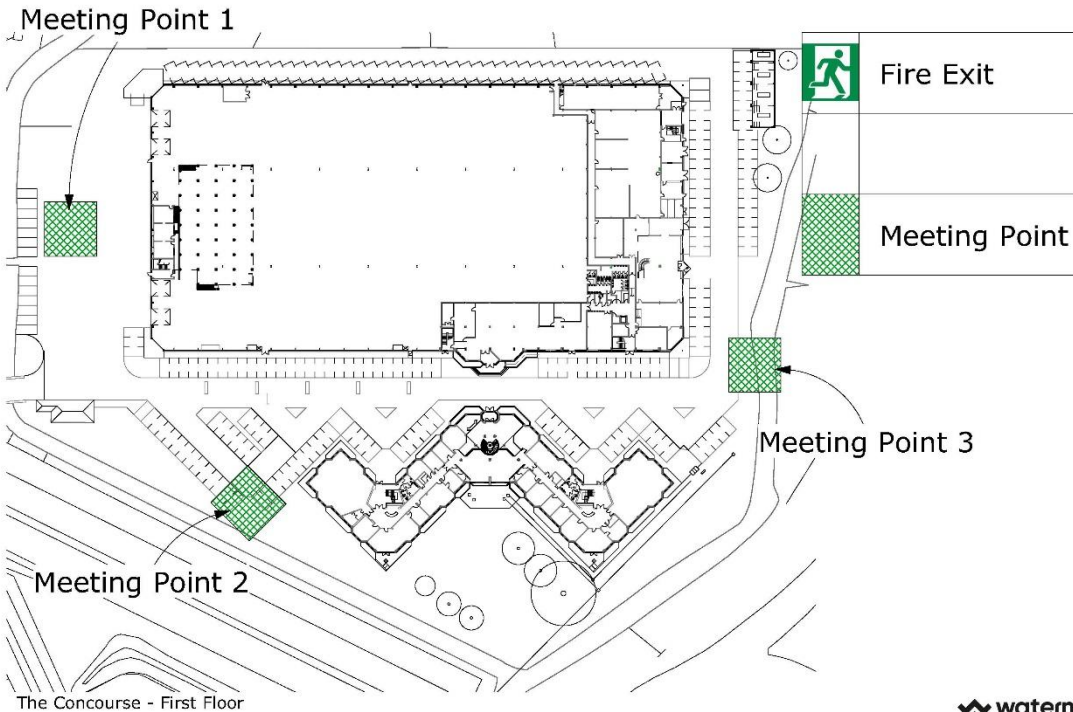
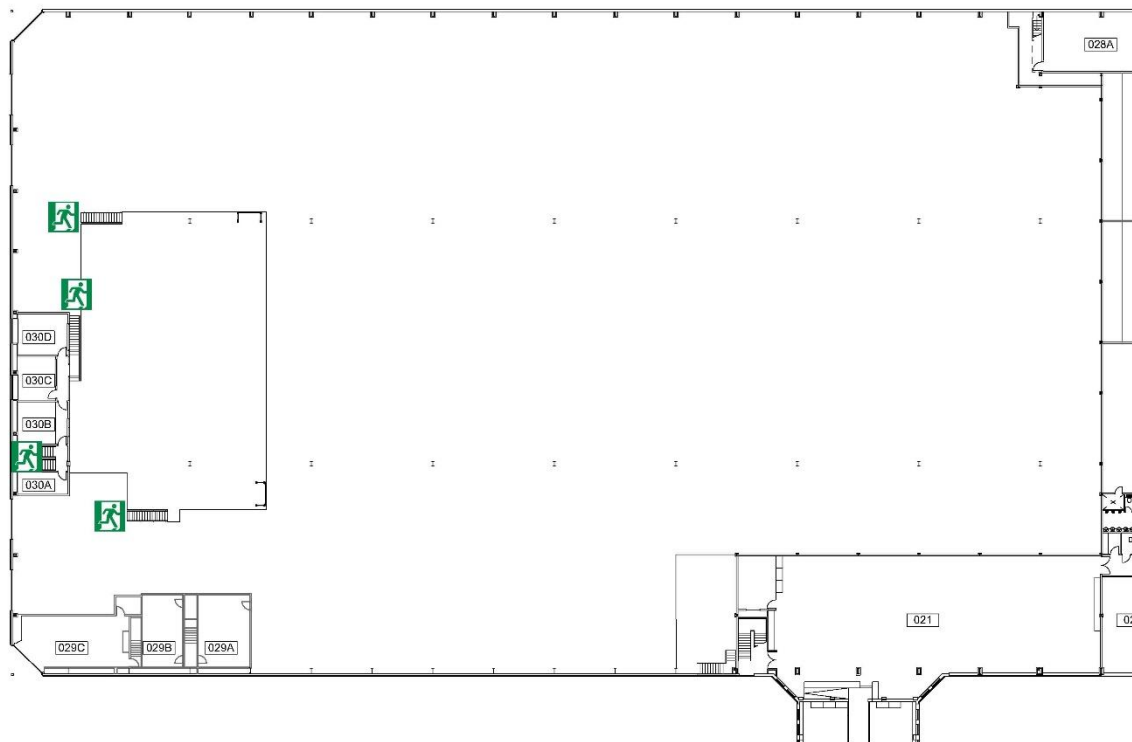


Meeting Point 1



The Concourse - Ground Floor

Communal Fire Evacuation Plan



Emergency procedures and H&S

Health and Safety Compliance

Please note, all businesses are responsible for their own compliance for example Fire risk assessment, PAT testing, H&S risk assessments, etc.

Please familiarise yourself with relevant legislation and Health & Safety Executive advice.

You can download our Fire documents as a guide if you wish.

If you materially deviate from our documents, please let us know so that we can ensure a co-ordinated emergency response.

Fire management

The full Fire Management Plan is available here:

<https://www.watermoorpoint.co.uk/category/member-information/>

In summary:

- All members are required to appoint appropriate fire wardens and first aiders who must be fully trained on what to do in an emergency and will be responsible for emergency procedures for your office/s.
- Weekly fire alarm tests are carried out on a Friday at 9:00.
- Fire drills take place periodically, only your fire wardens will be informed in advance to ensure that the drill is as realistic as possible.

Flood management

Whilst the site has never flooded, it is located within a flood zone and therefore we take the risks seriously. A full Flood Evacuation and Management Plan (FEMP) is available here:

<https://www.watermoorpoint.co.uk/category/member-information/>. We ensure a tiered level of flood protection is available including Flood attenuation tanks; maintained stock of sandbags; and a CCTV River Cam.

What you should do:

- Read the FEMP;
- Ensure you have satisfactory contents insurance;
- All goods must be stored at least 10 cm (4 inches) above floor level.
- Written instructions and reminders about this rule must be issued to all third-party warehouse operators.
- Please contact us immediately if you notice any: (a) leaks; (b) toilets/sinks not draining; (c) staining of ceiling tiles; and (d) leaks from drain covers; (e) If you see goods stored incorrectly, address the issue or report it to management immediately.

Access

Car park safety

Watermoor Point can be a busy site.

- Please respect the 10mph speed limit on site.
- Please walk in the lined pedestrian areas.
- Pedestrians ALWAYS have priority.
- Please endeavour to reverse into parking spaces. This has been proven to dramatically reduce car park accidents.
- Do not enter the warehouse yard without prior permission. When entering the yard please ensure you are wearing a high viz jacket.

Parking

Parking is available in our 210 parking spaces. The number of vehicles you are permitted to bring onto site is noted in your licence agreement. These spaces are first come, first served. This is monitored by ANPR cameras.

Door Access

Keypads are located by the doors. Please just hold up your key fob to the terminal adjacent to the relevant door to gain access (if authorised).

Outside of ordinary business hours (8:30-18:00) the doors to the business lounge will auto lock. Access remains available via key fob.

For security, after 18:00 the external black metal gates close. These can be opened by using your fob on the keypad to the right of the gates. They open again at 07:30.

Disabled access

Please inform the management team of any disability access requirements to the building. We are always looking at ways to make our site more accessible and user friendly, however this is within the confines of older buildings and budget constraints.

If an occupier makes a reasonable request to accommodate specific disabilities, we will consult with those impacted by the suggested change. If the request is reasonable then we cannot unreasonably withhold consent. However, the legislation (Equality Act 2010) is clear that we don't necessarily need to fund it.

Warehouse access

Due to security, the warehouse is only accessible between 08:00 and 18:00 on weekdays. All other times the site is alarmed. If you need out of hours access then a bespoke package can be arranged.

Key fobs are provided for access doors, including roller shutter (auto closes after 60 seconds). You will also be provided with a key to locked units.

Cycle parking

Cycle parking is available at the rear of the site. Secure cycle hoops are provided under a covered area in the car park. These spaces are first come, first served.

EV charging

Paid electric vehicle charging is available in the car park. Instructions on which app to download and how to use it are on signs by the chargers. These spaces are offered on a first come first serve basis. Once your vehicle is charged, please move it out of the charging area. Instructions for use are provided on the wall mounted charge units.

Communicating with visitors or couriers

Watermoor Point is a big site. We recommend that you ask visitors or couriers to call you upon arrival, and you can then guide them to the right area on site.

There is an intercom system on some doors, but generally we find direct calls work best.

The intercom system is only available if you have a private office or warehouse space. Your nominated number will be added to our intercom system.

The intercoms are located at: (1) the entrance to site (Gate); (2) the post room; (3) Bridge Reception; and (4) Entrance to the Atrium offices.

They can either dial your suite number or scroll through the list of resident businesses to call you. We suggest that you save the following numbers, so that you know where visitors are calling you from.

WP Gate -	07396 714702
WP Post room -	07396 714704
WP Bridge Reception -	07396 714703
WP Atrium Offices -	07396 714705

You can provide visitors access through the door/gate remotely by pressing '#' on your keypad.

Security and safety

Stay alert

Please report any suspicious activities to Watermoor Point management. Do not let people into the buildings if you do not know who they are.

Lock windows and doors

Security measures such as access fobs, CCTV, gates and automatic doors have been put in place to protect all businesses based at Watermoor Point and their property. Businesses are expected to follow all security protocols including locking their space when unoccupied and reporting any suspicious activities to Watermoor Point management.

Noise and disturbance

Watermoor Point is a shared space that aims to foster a productive and respectful environment for all. With this in mind, all businesses must adhere to noise limitations within their dedicated space and the shared facilities.

Noisy activities that may cause a disturbance to other businesses, must be kept to a minimum. Excessive noise is not permitted.

We appreciate your understanding and cooperation in maintaining a harmonious working environment for all businesses at Watermoor Point.

Post and deliveries to the offices

In-bound post

Each office or co-warehouse space has its own locked post-box within the post room. Post is delivered by Royal Mail on weekdays to a central Watermoor Point post box. Post is then sorted and placed in the individual post-boxes. This is generally completed by 12:00 on weekdays.

Parcels will be placed on top of the post-boxes if they don't fit in your box. The space is monitored by CCTV but Watermoor Point take no responsibility for missing parcels or post.

Co-Work members can request a post box at an additional monthly charge. Please speak with the management team for further information.

Your address

Please use the following address (refrain from using your suite number)

'Company name'

Watermoor Point, Watermoor Road,

Cirencester, GL7 1LF

Deliveries or items requiring signature

Please direct couriers to the post room. They can gain access by using the intercom or calling you direct.

If expecting a large delivery, please discuss with us in advance and see Warehouse Yard protocols below.

If the courier cannot get through to you (e.g. you are not in the office) then they will often call the Watermoor Point management team to get access to the post room. We will buzz them in, and they will leave the delivery in the post room. We cannot accept responsibility for the items left. If you would rather we **did not** accept deliveries on your behalf please email space@watermoorpoint.co.uk.

If you have specialist delivery requirement, please email space@watermoorpoint.co.uk to agree a bespoke solution.

Outbound post

There is a red Royal Mail post box in the post room. Post is collected Monday to Friday at 16:45. Please ensure letters/parcels have the postage pre-paid.

Receipt/dispatch at the warehouse

Heavy Goods Vehicles (HGVs)

If you require a forklift driver, we can provide this service on a time charge basis. This service is bookable via the portal.

<https://www.watermoorpoint.co.uk/forklift-booking-form/>

All bookings should be made via our portal with at least 24 hours' notice.

Light goods vehicles (LGVs)

If you are a warehouse space occupier, then you can utilise the first roller door and the side door to the manual handling area.

Please note that the roller door will close automatically after 60 seconds for security.

Manual and Mechanical handling equipment in the warehouse

We provide a range of shared facilities for our warehouse occupiers. These include;

- Pallet / pump trucks
- Trolleys

You must provide suitable evidence of training before you are allowed to use the Mechanical and Manual Handling Equipment. Please talk to Watermoor Point staff to ensure the paperwork is in place before using any equipment. It is the responsibility of the businesses based in the warehouse to ensure that their staff and operatives are suitably trained and insured to use the above.

Please ensure that any communal equipment in the warehouse is returned to the load bay area after use.

Please keep aisles clear.

Forklift trucks must **NEVER** be used down the warehouse aisles without prior authorisation. Pallet / pump trucks only.

Cleaning and waste services

Cleaning and service requests in communal areas

We take care of the upkeep of all communal areas. If you spot something which is out of place or hazardous, let us know. Service requests can be made here <https://www.watermoorpoint.co.uk/site-maintenance-request/> or via the QR codes which are placed around the centre. Please add your room number to the request.

Cleaning and service/repair requests within your Suite

We can provide a range of services from PAT testing, cleaning, picture hanging, repairs etc. Please contact them for a quote. <https://www.watermoorpoint.co.uk/site-maintenance-request/>

You are welcome to employ your own contractors for cleaning etc. Please just notify and seek approval from the facilities team in advance via <https://www.watermoorpoint.co.uk/site-maintenance-request/>. Depending on the works, we may require proof of insurance and a Risk Assessment Method Statement.

Waste areas

We provide zero to Landfill waste services.

The bins in the communal areas are emptied weekdays

- Black bins are for general waste
- Green bins are for recyclable waste
- See wayfinding map in this pack.

Please dispose of your own office waste in the external bins provided. Please ensure you flatten any cardboard.

A reasonable usage policy applies. If you are anticipating lots of waste, please talk to management first.

Warehouse Waste

Each warehouse unit includes up to the equivalent of 1 x 240 litre wheelie bin emptied weekly.

Bespoke waste arrangements can be agreed separately.

Technology

Wi-Fi and internet access

You will be sent a specific username and password for your business VLAN.

Co-Work and guest Wi-Fi access is on a general network.

All internet provided via a 1GB dedicated leased line and distributed around site using OM4 fibre. 30 m/b speeds are available by default. Additional speeds are available by request for a fee.

WPA2-Enterprise and domestic Wi-Fi appliances

Watermoor Point's Wi-Fi network uses "WPA2-Enterprise" security to ensure the highest security standards for all our clients.

The one downside of this security is that not all Wi-Fi enabled products can connect to WPA2-Enterprise networks (e.g., some home printers and Amazon Alexas etc).

If the product has a LAN port then you can use this. Each office suite has 1 LAN port enabled. Please let us know if you need additional ports. We charge per additional port opening to cover labour and hardware costs.

If the product does not have a LAN port, then unfortunately you will not be able to use it on our network. Having said this, some workarounds may be available depending on the specific product. We can provide IT support to explore this, charged at £55/hour. Please submit a request to: <https://www.watermoorpoint.co.uk/site-maintenance-request/>

If looking to buy new Wi-Fi enabled equipment be sure to check that it supports "WPA2-Enterprise" and sign-ins via Protected EAP (PEAP). Most commercial grade equipment will have this functionality by default.

Chromebook/Android WiFi

Google rolled out a new security protocol which impacts upon some enterprise grade WiFi. This can make it difficult to login to Watermoor Point wifi when using a Chrome/Android device.

If you have difficulty, follow these instructions:

Wi-Fi Network:

Select Watermoor Point

EAP Method:

Select PEAP

Phase 2 auth:

Select MSCHAPV2

CA Certificate:

Select 'Trust on first use' OR 'Do not check'

Identity:

Insert username

Anonymous identity:

Insert username

Password:

Insert username

Is this network trusted:

Select YES

Make sure the latest version of Android / ChromeOS installed. Passwords and usernames are case sensitive.

Legacy equipment

Some office Suites come included with legacy TVs, projectors, and other electrical equipment. Please note that this equipment is legacy and being provided free of charge for your use. Any repairs, PAT testing, or servicing that may arise, will need to be covered by yourself in full.

Back-up generator

We have a diesel generator that turns on in the event of a power cut. There is a blip in power of circa 30 seconds therefore for mission critical services we recommend you install a UPS.

Other spaces

Business Lounge and break-out spaces

You are free to use our business lounge to meet clients, network, or eat lunch.

There are also several break-out spaces available in the centre such as the sofas provided in the Bridge stairwells.

If you are using the business lounge for calls or video calls, please utilise headphones to not disturb others.

Cafe and coffee machine

The café is located just off the business lounge in the Bridge. We have a selection of hot and cold food.

There is also a premium coffee machine with beans from local roasters.

The cafe is monitored by CCTV.

Refreshment station

There are refreshment stations with free tea & coffee, milk (for hot drinks only), filtered water, fridges, microwaves, and dishwashers available in each of our serviced office areas. These are available for private office, dedicated desk and warehouse occupiers only.

They are cleaned each evening. Please ensure that these areas are kept neat and tidy throughout the day.

Please do not cook smelly food in the microwaves. If we get too many complaints about the microwaves, we may be forced to remove them.

No third-party kitchen appliances are allowed within the refreshment stations.

Toasters are provided in the first-floor west wing kitchenette for communal use. Please ensure this area is kept tidy. Please ensure that the appliances are supervised when in use to prevent false fire alarms. If they are used irresponsibly, we may be forced to remove this facility.

Gardens

One acre of riverside parkland with picnic benches and table tennis is available for you to enjoy. Please be aware that a river runs around Watermoor Point. Please stay well away from the edge and do not enter the water.

Well behaved dogs are welcome.

Dogs must always be on a lead in the communal areas of the building, the car parks and grounds. Please pick up and bag foul waste and deposit it straight in the external bins. If a dog becomes noisy, unsanitary or upsets our staff or other licensees we reserve the right to ask the dog owner to remove the dog from site.

Meeting room and hot desk booking

All meeting rooms can be booked through our website;

<https://www.watermoorpoint.co.uk/meeting-rooms-team-workspaces/>

Newsletters will also be sent via email keeping you up to date with events happening at Watermoor Point.

Showers

4 separate shower rooms are available on site. Please leave them neat and tidy.

Communal TVs and TV wall

We provide free TV advertising opportunities for you within the building. Please drop us a line if you want to display anything.

Sustainability and energy usage

Conserving energy

Like most, we are trying to do our bit for sustainability here at Watermoor Point, more information on this is available on our website:

<https://watermoorpoint.co.uk/environmental-policy/>

To assist us with this please can you make an effort to:

- turn off the lights within your units when you leave;
- don't have the heating on and the windows open;
- never use electric fan heaters in your room. They use lots of energy and are a breach of licence/insurance terms;
- Please ensure that PCs and other electrical items are turned off at the end of the day where possible;
- Please dress appropriately for the seasons. We aim to make sure the spaces are not too cold or hot and try to balance comfort with energy efficiency, but we can't please everyone.
- Several areas of the site are on PIR sensors. Lights turn on when you enter the space.

Generating energy

The site benefits from a 50KW solar array, with planning permission for further expansion of our solar generation.