

innovation[™]
factory



OXFORD
INNOVATION
SPACE

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Innovation Factory Welcome Pack

beyond
boundaries



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www.innovationfactoryni.com

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Your Innovation Manager

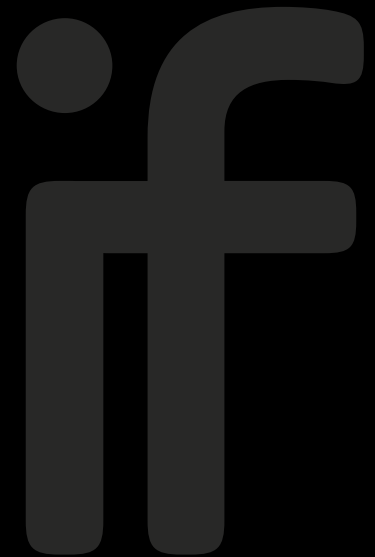
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Meet the Team



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Help to Grow, Innovate and Engage



Orla McKeating

Innovation Manager

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Here are just a few suggestions for ways to tap into our help, so if you need support for your business, get in touch with Stephen.

- > Strategic business planning
- > 1-2-1 Business coaching
- > Innovation planning
- > Talent management
- > Raising investment
- > Marketing strategy
- > Business growth workshops and masterclass
- > Financial planning
- > Leadership and management
- > Oxford Innovation network

We understand what it takes to make a company successful and we also understand that you might not have all the know-how to expand and grow. We can help...

Oxford Innovation Space's Innovation Director, Orla McKeating, is on hand to provide you with advice and support. Orla McKeating has extensive experience supporting high-growth businesses in a range of sectors and is expert in sales, marketing and export. His background is in FMCG and retail, as well as securing finance for new companies.

Orla offers businesses based in our centres 1:1 business support and coaching to set goals and overcome challenges, like fundraising, finding new markets and scaling up. Networked with many local, national and global stakeholders and partners, she can also make connections for your business - whether it's with other companies, new clients or partners.

Orla can also help you develop the skills & knowledge you need to lead a successful business and can connect you with communities of like-minded businesses that collaborate and help each other. There's more - if Orla can't help, she can facilitate access to our network of innovation directors, all of whom have different skills and experience, so there's bound to be someone that can help with a particular challenge or question.

In addition, there are three other companies in our group and Orla can connect you to them if you need advice, great mentors or sources or funding.

Oxford Innovation has created some great business tools, like [GROWTHmapper](#) to help teams measure progress and stay on track. We also have strategic partnerships, for example:

- > We are one of 160 official [Amazon Web Service](#) partners giving companies in our centres the ability to benefit from generous credits and free support
- > We are partners with one of the largest corporate innovation market places, [Leading Edge Only](#).
- > We have umbrella membership of [Oxfordshire Bioscience Network](#), which gives lab-based companies free access to a raft of benefits including discounted purchasing power.

Services

Meeting Rooms

We have four conference/meeting rooms that are available to hire, with a range of A/V solutions and catering options depending on your requirements. Please talk to Reception for details and to make a booking.

Post

Post arrives daily from Royal Mail. Reception will sort regular mail into your designated post box, located in the Business Lounge. Parcels are signed for at Reception and you will be notified of their arrival. This may be via phone or email. Large parcels will be stored in the ground floor storage room and you will be required to sign for your parcel at Reception.

Phones

Reception is manned from 08:30hrs to 17:00hrs, Monday to Friday - excluding Bank Holidays, and will act as an overflow call answering service if your lines are busy. In the event of a failure of our telephone systems, calls will normally be redirected to your appointed back up mobile number. To access an outside line, please dial 9 and then input the number you require.

Smoking

In accordance with UK law it is not permitted to smoke within the building, or within 10 feet of the building's entrance. A designated smoking centre is provided to the left-hand side of the building beside the Bike Store and a cigarette disposal bin is provided here. E-Cigarettes are not permitted in communal or shared areas.



Lights

The lights in the offices are on a fifteen-minute motion sensor timer. Should you experience any issues with your lights, please contact reception who will be able to assist. There is also a dimmer setting to adjust the light level by pressing and holding the switch.

Waste

Communal recycling bins are provided in the kitchens of the building, and downstairs in the Cafe/Breakout areas. We would encourage you to use these bins, and to remove any general waste bins from your offices.

You are responsible for disposing of any other waste in the fenced compound located outside at the back of the building. Please use the appropriate bin for your waste and do not mix recycling with general waste. These bins are emptied weekly, and we appreciate your cooperation in keeping this area as clean as possible. All cardboard must be flattened and placed in the correct bin. If there are any issues with this area, or any of the bins, please inform reception.

We are passionate about ensuring our waste does not go to landfill and ask you to work with us. If you have any questions regarding recycling, please speak to the team.

Services

Toilets

Disabled, Ladies & Gents toilets are located on all floors. The disabled toilets are located beside the lifts on each floor. The Ladies and Gents toilets are located along the back corridor.

Please leave the toilets as you would like to find them. If they need cleaning or there is a fault, please inform reception.

Showers

We have male and female shower rooms on the ground floor. Each contains a number of lockers and 2 showers. You are welcome to use these at your leisure.

Locker keys are available to be signed out from reception for any 24-hour period, and lost keys will be charged.

Please leave the showers as you would like to find them and avoid leaving your personal items behind. If they need cleaning or there is a fault, please inform reception.

Kitchens

Tea, Coffee and Food preparation facilities are available on each floor. All kitchens are fully equipped with a fridge, dishwasher, microwave and 'ZipTap'. The ZipTap provides boiling hot water and chilled filter water on tap – place your thumb over the security button on the front to activate the hot water.

On a Friday evening, the cleaners will empty each fridge. If you leave any perishable item in the fridge on Friday night, it will be thrown out. No expectations will be made. We advise customers to collect all belongings from the fridges by 16:00 each Friday.

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Cleaning

The communal areas of Innovation Factory are cleaned on a daily basis. If you would like your office cleaned please contact Reception for prices.

You are responsible for the cleaning of your own cutlery, crockery and other items. If you stack them in the dishwasher, we will activate the machine each evening. Dish soap and sponges are provided in every kitchen.

Networking & Events

Details of events held in the Centre will be sent out via email. Information of our events will also be posted to our social media and highlighted on posters around the Centre.

If there are any events, activities, or charity days you would like to arrange or get involved with, please speak to one of the team.

Animals

Animals are not allowed within Innovation Factory. The exception to this is Disability Support Animals.

Our code of conduct

Our code of conduct applies to all customers, their employees and visitors, and should be adhered to at all times when in the centre. The code of conduct may change from time to time, please see the current version [here](#).

Evacuation and Fire Safety

Please refer to the emergency evacuation instructions and plans in your office to familiarise yourself with evacuation routes and the location of the assembly point. This is located at the IF totem on the opposite side of the car park.

Full evacuation drills are held annually, staff will not inform you in advance of this occurring.

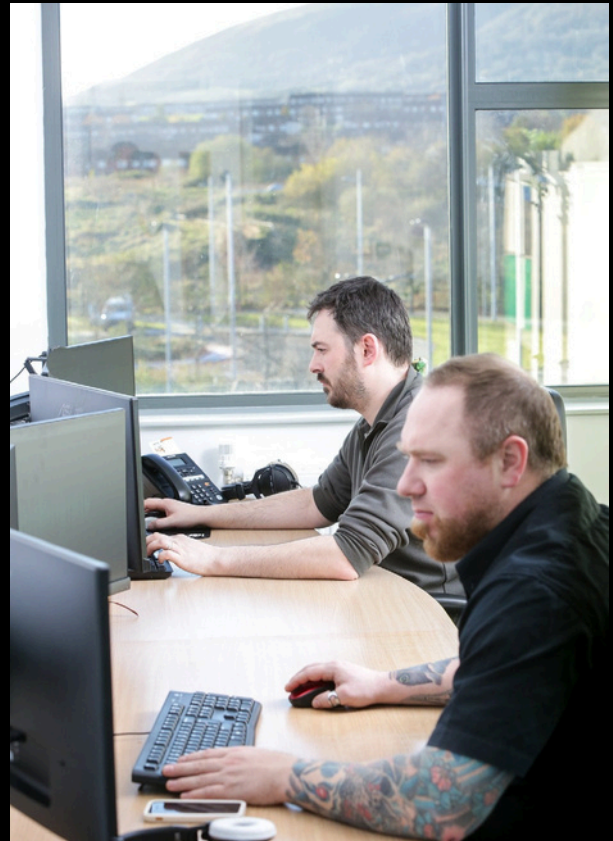
Fire Alarms

Fire alarms are tested at 09:00 every Friday – you do not need to do anything. However, in the event the alarm continues for a prolonged period please assume a real emergency and evacuate the building. Should the day or time of testing be changed for any reason, staff will inform you in advance.

Should there be a fire, please evacuate the building as per the evacuation plan in your office. During opening hours, you should then report to centre staff at the assembly point. Out of our office hours, Mercury Security will respond to alarm activation.

Reporting

We would appreciate your cooperation in reporting any hazards or safety issues to Reception, as well as any other concerns you may have.



Disabled Refuge Points

There are disabled refuge points located on the 1st, 2nd and 3rd floor in the fire escape staircase. In the event of an emergency, please use these areas to contact staff to inform them of your location. Any person that may require extra assistance in the event of an emergency should speak to staff and complete a Personal Emergency Evacuation Plan (PEEP).

First Aid

You are responsible for any accident or incidents involving your own staff and should risk assess first aid provision for your business. If an accident occurs on site, please report this to Reception, so that an accident form can be completed.

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Security

Security Alarm & Fobs

Access to the building is controlled by use of your access cards. Your card gives you access to your office and all communal areas, as well as through the main IF gates and front door outside of core opening hours. Cards can be issued to all members of staff using your office, but we ask that you do not give these to visitors, and please do not let anyone you don't know into the building. Main entrance doors will automatically open from 08:30 and 17:00, Monday - Friday.

Replacement and Additional Keys, Cards, Fobs

Please report any lost access cards to Reception immediately. This represents a security risk to the whole building, so we ask for cooperation in minimising this risk. Once reported, we can then arrange a replacement for you.

If you require additional access cards for your office, please speak to Reception to arrange. The cost for an additional or replacement access card is £25.



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Parking

Residents & Visitors

Car Parking is provided on a first come, first served basis. The 12 spaces between the main gates and Reception entrance are priority spaces for centre visitors, and we ask that occupying customers do not use these.

There are 10 disabled spaces to the front of the building – please do not use these spaces unless you have a blue badge.

Cycles

Cycles should be securely locked in the covered cycle shed at the left hand side of the building. All cycles are left here at owners' own risk. Please do not chain them to the lampposts outside and we also ask that you do not bring bicycles into the Centre.



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Follow us on Social Media

Our Centre team handle all the social media content of both the centre and customer stories/shares etc. Please let us know your details and we will be very happy to share where appropriate.

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