

CITYHIVE SERVICES POLICIES

DEFINITIONS

In these policies:

You/your nominated person. Includes any licensee, nominated person, or guest of a licensee or nominated person.

Pollinators Includes any staff member, contractor, or Board member of Pollinators Inc

Fair Usage Is a judgement made by Pollinators about the fairness of your use of services. This judgement will be based on a number of factors including, but not limited to the actual or perceived:

- impact on other licensees, nominated persons or guests,
- impact on overall cost and sustainability of offering the services
- impact on any Pollinators policies, including but not limited to environmental and health and safety,
- impact on guests or public perception of Pollinators, CityHive or Swansea House

1) Printing and Copying

- a) There is no charge for black and white printing or copying subject to Fair Usage,
- b) There is no charge for colour printing or copying subject to Fair Usage,

As a guide for moderating your own use, should Pollinators decide to pass on the cost of printing, it would cost 1.3c per B&W A4 page, 13c per colour A4 page.

2) Internet usage

- a) There is no charge for downloading or uploading subject to Fair Usage

As a guide for moderating your own use, we have 400GB on-peak per month. Should Pollinators decide to pass on the cost of additional on-peak downloads, it would cost about \$10/10GB.

3) Host services

- a) Hosts have a range of duties to the community, and which benefit individual licensees directly. These services include:
 - i) Recommending services, suppliers, business contacts, room configurations, caterers etc. for licensees to use,
 - ii) Greeting visitors and providing directions, information,
 - iii) Answering calls to the CityHive phone number,
 - iv) Maintaining quality and service levels for internet, meeting space, printing, kitchen area, toilets, and exterior of the building,
 - v) Making introductions between licensees, visitors, guests when appropriate,
 - vi) Creating a healthy, functional, happy community of coworkers,
 - vii) Maintaining a clean, safe and sustainable workplace, and
 - viii) Other duties,
- b) Hosts duties do not normally include undertaking specific work for individual licensees e.g. setting up or tidying up after private meetings, cleaning private offices, fixing detailed or IT issues with private devices, or mediating private disagreements,

As a guide for considering any requests for host assistance, should Pollinators decide to pass on the cost of staff time, it would cost about \$1/min.

4) Meeting, Boardroom and Workshop space usage

- a) Boardroom and Meeting rooms may be booked in advance and are subject to Fair Usage,
- b) Workshop space (downstairs) is available as per the Space Services pricing advertised on the CityHive website.

As a guide for considering your use of shared meeting spaces, if each licensee had a meeting every day, we could accommodate 2hrs of meetings, per day, per licensee.

5) Signage

- a) Private office licensees may display signage relating to their organisation and services in the following locations, subject to approval (which shall not be unreasonably withheld) by Pollinators Inc
 - i) On the exterior of the building (to promote location to public)
 - ii) On the noticeboard near the host desk (to indicate location within building)
 - iii) At the top of the stairwell (to indicate direction to office)
 - iv) On their office door,
 - v) In their office, as they see fit

- b) Permanent coworkers may display signage relating to their organisation and services in the following locations, subject to approval (which shall not be unreasonably withheld) by Pollinators Inc
 - i) On the noticeboard near the host desk (to indicate location within building)
 - ii) At the top of the stairwell (to indicate direction to desk)
 - iii) Near or above their desk

6) Loading zone

- a) Any licensees may use the loading zone outside the front or rear door at any time, subject to the vehicle not obstructing the traffic of any other vehicles and not being left unattended

7) Parking

- a) No parking is guaranteed for any licensees however we do have limited access to some private parking. Details of available parking is outlined in the parking policy.
- b) With notice and subject to availability (which is often outside the control of Pollinators Inc), parking can be made available for visitors with Disabilities.

8) After-hours access

- a) Any Private office or Permanent coworking licensees may use the building at any time of day or night, subject to availability due to events, workshops, maintenance or other activities.

9) Telephone usage

- a) Use of the conference phone should be booked in advance
- b) There is no charge for use of the conference phone, subject to Fair Usage.

As a guide for moderating your use of the conference phone, if Pollinators decided to pass on the cost of use of the service it would cost about \$5 per call to landlines (untimed) or \$5 plus 19c/minute to mobiles.