



CORE21 OSHAWA MEMBER POLICIES

The member policies have been adopted in an effort to ensure cooperation and cohesiveness among our members. With these policies in mind, we can make sure our shared office community operates harmoniously.

MISSION STATEMENT

It is our mission at CORE21 Oshawa to create a well designed, engaging and affordable shared office community where members share our core values of respect, innovation, community cohesiveness, and a positive attitude. Where the overall mix of our membership reflects the diverse nature of our community and where members embrace the opportunity to connect and collaborate with others thus cultivating a strong and cohesive internal community.

GENERAL OPERATING POLICIES

Consideration for Others

One of the unique benefits of being part of this community is the chance to broaden your network, collaborate with others, and meet new friends. We hope you will bring your positive energy and ideas to our shared office environment to help us constantly strengthen this community and the value of our shared space.

CORE21 reserves the right to terminate the lease of any individual who is deemed to be compromising the well-being of other members or the space as a whole.

Hours of Operation

CORE21 will be staffed and doors will be unlocked during regular business hours from 8:30 am – 4:30 pm, Monday to Friday. Members will have access to the facility outside of those regular business hours, including evenings and weekends from 6 am to 11 pm. As personal emergencies and unexpected issues can always arise, CORE21 reserves the right to lock its doors at anytime it deems necessary. Please always carry your Access Card and Keys with you to ensure you can access the building.

Access Cards and Keys

You agree to keep safe the CORE21 Access Card and/or Office Key(s) as provided to you.

You agree to immediately notify CORE21 of any lost or stolen Access Cards and/or Office Key(s) immediately.

You agree to return the CORE21 Access Card and/or Office Key(s) to CORE21 on the last day of membership at CORE21.

You understand and agree to pay the \$25 replacement fee for any Access Card and/or Office Key(s) that are lost, stolen or not returned at the end of membership.

You understand and agree that any unpaid fees for the lost or stolen cards and/or keys belonging to your employees and/or guests are your responsibility to pay.

Mailing Address

We encourage you to use @CORE21 Oshawa, as part of your mailing address if you choose to have business mail delivered to CORE21. This ensures that others know where to find you, that your mail can get to you and that we all collectively strengthen our brands. This is also true for business cards, event promotion, social media tags, blogs and printed promotional material.

Cleanliness of Common Spaces

In the spirit of collaboration, please make sure that you leave common areas as clean (or cleaner) than you found them.

Whenever possible, Members are asked to assist by loading, running and unloading the dishwasher, wiping down the counter or tidying up as necessary – this is your space to enjoy, so please help us to take care of it.

Please note: The refrigerator will be emptied every Friday so please ensure you remove your containers and food items prior to 4 pm on Friday.

Please wipe down all white board walls when you are done using any meeting room to prepare for the next user. If necessary, take a photo of your notes to preserve for future reference.

A cleaning company will provide full facility cleaning services at CORE21 throughout the week. That being said, it is the responsibility of all members to keep the space neat and tidy on a daily basis.

Shared Amenities

Shared Amenities are included in the monthly rates paid by members. These will include but are not limited to security cameras, cleaning services, kitchen facilities, coffee/tea services (main floor members only), reception services, access to shared copier/printer*, and shared Wi-Fi service.

*Please note, printing and copying will be charged to member at the rate of \$0.08/page for B&W and \$0.30/page for colour.

For second floor members, a Keurig Coffee Machine has been placed in kitchenette area for members and their guests to use with their own beverage supply. For your convenience, CORE21 will continue to provide milk, cream and sugar. Members are encouraged to bring in their own hot beverage pods of choice designed for the Keurig 2.0 machine. However, if necessary, CORE21 will keep a small supply of

coffee available for purchase at the cost of \$1 per pod, available at Reception. Please let a staff member know if you experience any operational issues with the Keurig.

Garbage and Recycling

With a large number of people using the CORE21 space on a daily basis, it is imperative we all contribute to the proper disposal of our waste. Please follow these simple guidelines when it comes to dealing with your garbage and recycling.

1. Please note that the blue recycling bins throughout the space are meant only for dry recycling, meaning scrap paper, newspaper, small cardboard, etc.
2. Any food related recyclable containers (beverage bottles, cans, coffee cups, plastic containers, etc.) need to go into the large pull out recycle bins located in the kitchen areas, labelled "Recycling", which are lined with plastic recycle bags. Please empty of any food or beverage waste prior to putting in the recycling bins.
3. All styrofoam containers, milk and creamer containers, dirty food containers, food wasteout, etc., belongs in the **kitchen** garbage bins.
4. Cardboard boxes must be emptied of any packing materials (garbage), broken down, and flattened and put in main floor back vestibule area to be put out by our staff on Recycling day.
5. Any excessive garbage created by you, your guests or your events should be collected from the small bins that were used, put into large garbage bags located under the sinks in the kitchen areas and brought to main floor back vestibule area to be put out by our staff on garbage day.
6. For office members, if you wish to have your office cleaned on the weekend (garbage removed, dusted, vacuumed), please leave your door open on Fridays so the cleaners can get in, as they do not have keys for the private offices. They will close your door upon their departure.
7. For your information, Downtown garbage collection is Monday, Wednesday and Friday, while Recycling days are Tuesdays and Thursdays.

Please be sure to share this message with any of your clients or visitors who are also using the space on a regular basis.

Facility Supplies

This is a large facility and we appreciate everyone's assistance to ensure it remains presentable and professional in its appearance. Please let us know if you notice we have run out of any supplies such as toilet paper, paper towels, hand soap or dish soap, coffee supplies, etc., so we can refill accordingly or refill as necessary or provide you with the supplies to do so.

Meeting Rooms

When planning and holding your meetings in the space, please ensure that you respect the work environment of the other members by following the guidelines below:

1. Room bookings are scheduled on a first-come first-serve basis by booking with our staff at the Reception desk, or by email at info@core21.ca.
2. Room bookings may not exceed two hours in duration unless pre-approved by CORE21 Staff/Management.

3. Meeting rooms may not be reserved anymore than one (1) month in advance without permission from CORE21 Staff/Management.
4. Members are responsible for their own meeting room set-up and clean-up—this includes taking out the garbage and any papers or dishes used during the meeting. The space should be as clean when you leave as it was when you arrived.
5. Members may use the meeting room equipment (screens, TV's, phones) at no charge. However, you are responsible for the equipment's safe use, and you are expected to book it in advance and to return it in working order at the end of your meeting.
6. If your meeting is cancelled, please remember to inform us that the room is no longer required so it can be used by others.
7. As always, we will do our best to accommodate all member needs to the best of our ability but may need to suggest alternate arrangements if space is limited.
8. CORE21 is not responsible for items left unattended in the meeting rooms.

Security and Building Issues

We are all responsible for ensuring the safety and security of our individual workspace and equipment. As anyone is vulnerable to a security breach, it is of the utmost importance that members look out for themselves and others while using the space.

The rear staircase and doors at CORE21 are to be used strictly in case of emergency and/or as a fire exit. Under no circumstances is anyone to use the rear staircase to travel between floors on a day to day basis. In addition, the propping open of any door is prohibited as this greatly compromises the safety and security of our building, members and guests.

You are responsible for the security of all of your personal belongings. Do not leave valuables unattended. CORE21 assumes no liability in connection with any of your personal property situated from time to time in the co-working space or in the CORE21 building. All your property is at your sole risk. You release us from any claim you have or might have in connection with anything that has occurred or might occur on or in connection with your use of the Co-working space or common areas.

Any security or building maintenance issues and/or questions should be reported to the CORE21 Staff Member on site during regular business hours. Any issues that arise outside of business hours requiring immediate assistance may be directed to Amy Gazdik, Manager of CORE21 at 289-927-1887.

In case of emergency or imminent danger, dial 911 immediately.

Guests

All unaccompanied guests must check in with Reception to let us know with whom they are meeting so that we can advise the appropriate contact person. If possible, please inform Reception if you are expecting a guest. Upon arrival, Reception will notify you (in person, by text or by email) when your visitor arrives so you can come out to Reception and greet them. If expecting a guest, please watch for notification of their arrival. This process will best ensure safety and security is maintained for all members and our facility as a whole.

Noise

A shared environment will never be completely quiet, but all members are expected to be respectful of the needs of others. Please be conscious of those around you and their need to focus on their work by keeping your volume in check.

Alterations to Offices/Walls

Any alteration whatsoever to the offices – including, but not limited to, new paint colours, installation of shelving, hanging artwork – must be approved by CORE21 Management before initiating. The member will be responsible to return their office/workspace back to the standard upon their departure. Any costs accrued to CORE21 will be charged back to the member.

Bikes

Cycling is highly encouraged as parking is limited in the downtown core, but no bicycles are permitted in the office. Bike racks are conveniently located in front of our building to lock up your bike.

Conflict Resolution Process

1. If a member has a problem with the actions or behaviours of another member, she or he must first try to resolve the problem directly with that person or group.
2. If the problem persists, the member will be asked to put the complaint in writing and address the note to the Management of CORE21, Oshawa. CORE21, Oshawa will review the complaint, speak with both parties, and propose a solution.
3. If the problem persists, or if either party is dissatisfied with the proposed solution, the issue is elevated to the Owners group of CORE21, Oshawa. The Owners group has final say and will offer a solution. This solution must be followed; if the problem persists, CORE21, Oshawa may choose to terminate the lease of either party based on its best judgment.

CORE21, Oshawa, is committed to ensuring fairness and accountability in the conflict resolution process. Our hope is that all members will show flexibility, compromise and respect, and that we can work collaboratively to address any concerns.

CORE21 Oshawa welcomes you to our shared office community!

I have read the above Member Policies and agree to adhere to the guidelines as outlined.

Signature:

Printed Name and Title:

Date:

“You can't stay in your corner of the forest waiting for others to come to you. You have to go to them sometimes.” A. A. Milne (1882-1956);