



## **CORE21 OSHAWA MEMBER AGREEMENT & POLICIES**

Welcome to CORE21, the community's first coworking space located in the heart of downtown Oshawa. We are thrilled you have chosen to join our #COREmmunity of innovators, entrepreneurs and dedicated professionals choosing to grow their businesses in Durham Region and beyond.

The CORE21 coworking space was designed to encourage connection by creating common areas that promote social interactions, workspaces to cultivate new ideas and lounge spaces for mid-day meet-ups over a coffee. This is your community. We encourage you to get to know your fellow members, share your ideas, experiences and resources to promote cross-collaboration and learn something new from each other. Participate in activities and events that are offered in the space or host your own events.

These member policies have been adopted to foster cooperation and cohesiveness among our members. With these policies in mind, we can make sure everyone is aligned and the office continues to operate harmoniously.

### **A Safe and Inclusive Environment**

Part of our mission as a coworking community is to provide a positive, inclusive and safe environment for all members and their guests. We have a zero-tolerance policy for inappropriate behaviour in our space.

CORE21 prohibits discrimination, harassment and/or violence of all kinds in our space including that of age, ancestry, creed, disability (physical or mental), gender, gender identity, marital status, medical conditions, national origin, race, religion, sexual orientation, or any other basis protected by federal or provincial law. Harassment or violence of any sort – physical, verbal, visual – is unlawful and will not be tolerated.

Members and their guests who do not demonstrate the values of respect and courtesy for others or behave in a manner that is deemed to be harassing, violent or discriminatory in nature will be subject to repercussions deemed suitable by CORE21 Oshawa, including suspension and/or termination of membership privileges and possible legal investigation.

If anyone in our space makes you feel uncomfortable, please bring it to our attention immediately.

## **Consideration for Others**

One of the unique benefits of being part of a coworking space is the chance to broaden your network, collaborate with others, and meet new friends. We hope that you will bring your positive energy, perspectives and ideas to our shared environment to help us continually strengthen this community. That being said, it is important to remember that this is also a place of business where members and guests come to get serious work done.

Please be mindful not to frequently interrupt others or over-engage in social chatting where people are working. A member using headphones is someone wishing to remain undisturbed. Respect other member needs for quiet, privacy and confidentiality as you would expect they would do for you.

## **Noise and Language**

A shared environment will never be completely quiet, but all members and guests are expected to respect the needs of others. Be conscious of those around you and their need to focus on their work by keeping your volume in check. Music should not be played on a speaker for all to hear. Please use headphones for this. Respectful language is expected in our space at all times. Use of profanity and disrespectful language in person or while on the phone will not be tolerated and may result in removal of membership.

## **Phone & Phone Calls**

CORE21 does not provide individual phone lines and expects clients to use their own cell phones to conduct business and personal calls. Please be mindful when making and taking phone calls. Please use vacant meeting rooms, one of two phone booth rooms located on the second floor or step outside for longer calls so as not to disturb others. For planned prolonged calls or phone meetings, consider booking a meeting room for your needs.

## **Shared Amenities**

Shared Amenities are included in our membership packages. These include coffee/tea service, filtered water, reception services, access to shared copier/printer, and shared high-speed internet. Please enjoy the convenience of our amenities but don't abuse them; refreshments, paper and other supplies are for consuming at CORE21.

## **Internet Access and Usage**

CORE21 makes every effort to provide fast and reliable internet service. Due to forces outside our control, it is possible we may experience outages from time to time. We do not provide refunds or compensate members for internet down time. While CORE21 provides high-speed, 1 GB internet, it cannot guarantee the quality of IP voice or video communications.

We expect everyone to be responsible and respectful with their internet usage. No bit-torrent or illegal online activities are permitted by members or their guests over the CORE21 network. If abnormal, illegal, or unauthorized behaviour is detected, including heavy consumption of bandwidth, CORE21 reserves the right to temporarily or permanently disconnect the offending party from the network. CORE21 will comply 100% with provincial and/or federal law enforcement officials investigating any suspicious or illegal activity using our shared internet network.

### **Hours of Operation**

CORE21 will be staffed and doors will be unlocked during regular business hours of Monday to Friday from 8:30 am to 4:30 pm. Members will have card access to the facility outside of those regular business hours, including evenings and weekends from 6:00 am to 11:00 pm.

As emergencies and unexpected situations can always arise, CORE21 reserves the right to lock its doors at any time it deems necessary. Please always carry your access card and keys with you to ensure you can access the building and your workspace. Any temporary or permanent changes to the CORE21 Business Hours will be communicated by management, via email.

### **Access Cards and Keys**

New members will be provided one access card per person and applicable required keys as defined by your selected membership plan. Access cards and keys are non-transferrable as they are assigned specifically by code to individuals and maintained in our database. This allows us to accurately manage access to our space and ensure only those with active memberships are permitted entry.

Please notify us immediately of any lost or stolen access cards and/or office key(s).

Access cards and/or office and desk key(s) are to be returned to us on the last day of membership at CORE21.

Replacement of lost or stolen access cards or keys will be subject to a \$25 replacement fee. Fees incurred by the employees of members will be charged directly to the CORE21 member account.

### **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.

As members occasionally forget their access cards and request others to open the doors for them, we request that members take a moment to introduce themselves in these situations to ensure you are letting someone in who is meant to be here. These simple practices go a long

way in making the CORE21 community work the way it was intended, while ensuring everyone's safety and the security of our space is maintained. The rear staircase and emergency exit doors 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. In case of emergency or imminent danger, dial 911 immediately.

### **First Aid Station/Fire Extinguishers**

There is a first aid kit located near the washrooms at the rear of the main floor to use as needed. Please report all accidents, incidents and perceived hazards occurring in the space, to Management, no matter how trivial they may seem.

Fire Extinguishers are located throughout the space on all levels. There is one in each kitchen, one at the front and rear exits on both levels, as well as in the Event Room.

Emergency exits are located at the front and the rear of the building. In case of fire, notify other members, assist those in need and proceed to nearest stairwell or exit to evacuate the building immediately. We ask all members and visitors to congregate on the West side of Simcoe Street across the street from the CORE21 building to be accounted for and given further direction.

### **Insurance & Liability**

CORE21 carries Liability and Business Property insurance. As a user, you are not required but it is highly suggested that you carry a renter's insurance policy to cover your own business equipment while using the space. The CORE21 insurance policy covers CORE21 property, not that of our members. You are responsible for the security of your personal belongings. CORE21 assumes no liability in connection with the damage, loss or theft of any personal property. As CORE21 is outfitted with various security cameras, if you experience a theft or damage to personal or CORE21 property, please report it to us immediately.

### **Visitors**

All visitors must check in at the CORE21 Reception desk. If possible, please inform Reception if you are expecting someone. Upon arrival, Reception will notify you (in person, by text or by email) when your visitor arrives so you can come to Reception and greet them. Please watch for the notification of their arrival and be available to retrieve visitors from Reception in a timely manner.

It is expected that any guests will conduct themselves appropriately while on the premises and will not be disruptive or distracting to employees or members using the space. Visitors must be accompanied at all times during their visit. Accompanying staff or member assumes responsibility for their guest(s).

Meetings with guests should be contained to the meeting rooms (or private offices) so as not to disturb other members. Quiet casual meetings may also take place in the lounge areas providing they do not disturb other members. Guests may not occupy a hot desk seat unless they (or you on their behalf) have purchased a CORE21 Day Pass.

## **Meeting Rooms**

When planning and holding your meetings in the space, please ensure that you respect the work environment and other users by following our Meeting Room Procedures:

1. Meeting room bookings are scheduled on a first-come first-serve basis by using our online reservation system.
2. Members are responsible for their own meeting room set-up and clean-up—this includes taking out any excessive garbage and any papers or dishes used during the meeting and wiping down tables and white boards completely.
3. Members may use the meeting room equipment (screens, cables and phones) at no charge. Screens and phones are available in the two large meeting rooms on the main floor.
4. If your meeting is cancelled, please remember to cancel your booking online or inform us so it can be used by others.
5. If you are more than 15 minutes late for your meeting room reservation and fail to inform us, your reservation will be cancelled so that others may use the space.
6. As always, we will do our best to accommodate all member needs but may need to suggest alternate arrangements if space is limited.
7. CORE21 is not responsible for items left unattended or behind in the meeting rooms.
8. Members who leave the meeting room a mess may lose their meeting room privileges.

## **Business Address/Mail Service**

Business address use and mail service is included with all of our membership plans.

We will receive your mail and small parcels and hold it for collection for up to 60 days. Mail will be placed in our unsecured mail holding area. As we have limited space to hold mail for our members, please arrange for timely pick up.

CORE21 does not provide outgoing mail service. If you arrange for a courier pick-up from our space, please ensure you bring it to Reception within 10 minutes of requesting pick-up. For your information, there is a Canada Post Outlet located inside the Lovell Drug Store located on King St., around the corner from us.

When using CORE21 for your business address, we encourage you to use @CORE21 Oshawa, as part of your mailing address. This ensures that others know where to find you, that your mail can get to you easily and that we all collectively strengthen our brands as part of this community.

## **Housekeeping and Maintenance**

In the spirit of collaboration, please strive to leave common areas as clean (or cleaner) than you found them. Members are asked to assist in keeping the space neat and tidy by following some simple rules of housekeeping etiquette:

- Put dishes in the dishwasher immediately after use. Do not leave any dishes in the sink at any time.
- Unload dishwashers when you see they are clean.
- Keep sinks and counters free of clutter and wiped down.
- Push chairs into tables and desks when finished with them.
- Be diligent about throwing away your food items and leftovers from the fridge. Every few days we will throw out items (including the containers) that look questionable. This is at our discretion.
- Wipe down all white board walls when you are done in the meeting room.
- Keep restrooms tidy - flush toilets fully, put all paper in waste baskets and put seats/lids down after use.
- Notify staff if paper products or soap have run out or take initiative to refill yourself with products available in the storage area on the main floor.
- Empty paper shredder by using clear recycle bags provided in the main floor kitchen.

While a cleaning company provides an overall facility cleaning a few times a week, it is the responsibility of all members to keep the space neat and tidy on a day to day basis.

If you notice any problems with plumbing, electrical, heating, cooling, leaks, equipment, furniture, the Wi-Fi network, etc., please bring them to our attention immediately.

## **Garbage and Recycling**

With many people using the CORE21 space daily, 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 any food or beverage waste in the kitchen garbage and rinse thoroughly prior to putting in the recycling bins.
3. All Styrofoam containers, dirty food containers, food waste, coffee pods/pouches, etc., belong in the **kitchen** garbage bins.
4. Shipping packages and cardboard boxes **must be** emptied of any packing materials (which generally go in the 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 and your guests during meetings and/or events should be collected, put into large garbage bags located in the kitchen cupboards and brought to main floor back vestibule area to be put out by staff on Garbage day.
6. CORE21 is not responsible for disposing of your broken/outdated electronics and/or personal office equipment/items. These items must be taken with you to be disposed of at the appropriate waste disposal facility in the community. Do not leave these items in our storage space for us to deal with.

For your information, downtown garbage collection is Monday, Wednesday and Friday, while Recycling days are Tuesdays and Thursdays.

### **Printer/Scanner/Copier/Fax**

We provide a printer/scanner/copier/fax machine connected to our network for member use. Please request access if you wish to use this device and we will install the driver on your computer and assign you an access code. You can also print PDF files directly from USB drives. Printing and copying will be charged to your account at the rate of \$0.08/page for B&W and \$0.30/page for colour. Please make sure your printer preferences are set to default to the black and white option so as to avoid excessive colour charges.

### **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 for returning the office/workspace back to the original standard upon their departure, at their own expense.

### **Bicycles**

Cycling is highly encouraged as parking is limited in the downtown core, but no bicycles are permitted in the office. Bike racks are provided by the City of Oshawa throughout the downtown, in order to lock your bike up outside.

## **Smoking/Vaping**

Without exception, there is no smoking or vaping permitted in the building, or within 10 m of the building entrance and Emergency Exits.

## **Pets**

While we love pets, not everyone does, and they can be a distraction in the office. For this reason, CORE21 is a pet free work environment.

## **Conflict Resolution Process**

1. If a member has a problem with the actions or behaviour 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 submit to the Management of CORE21, Oshawa. CORE21, Oshawa will review the complaint, address 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 of CORE21. The Owners have the final say and will offer a solution. This solution must be followed; if the problem persists, CORE21 may choose to terminate the membership of both or 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.

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

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Signature:

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Printed Name and Title:

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Date: