

WELCOME TO THE STABLE





Welcome to The Stable.

The Stable is a creative workspace aimed at supporting start-up businesses in North Somerset.

We are currently home to Artists and Makers, Digi Tech Wizards, Film and Media Geeks, Health and Wellbeing Practitioners, Design and Build Engineers, Foodies, Writers, a whole array of excellent Project Managers and a lot of exciting hot deskers, who come and go as they please.

We are a not for profit community interest company, which means in the words of Bryan Adams, that everything we do, we do it for you!

IT STARTS
WITH YOU





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We are a community space

We hope you feel at home here and feel a sense of pride and ownership. We would love it if you could be a happy, smiley person to those you meet. Say Hi, introduce yourself and if you have no clue who they are, ask!

Opening & Closing

The lights in the Reception and main hall, stairs and landings are on a timer, so there is NO need to touch the light switches. Please turn on and off the lights in each room you enter or leave, and make sure all the doors and windows are shut in the building. The music will sort itself out aswell.

Visitors

Where possible visitors should be registered in advance using your stableweston.com (Spaces) website account. You can meet and speak with your visitors or clients for free in the Reception area. Visitors are only permitted Monday to Friday between 9am and 5pm. Visitors are not permitted in the members canteen and any refreshments should be paid for.

Don't abuse the internet

No torrenting, porn or other anti-social online activity. If you know you have a huge amount of downloading to do, kindly don't do it during peak hours.

CCTV

We have CCTV throughout the main areas of the building

Respect the Facilities

You can borrow stuff for free as appropriate, breakages will need to be paid for or replaced.

If you spill your drink, whilst carrying it around, please take a moment to wipe it up, rather than leaving it.

The Building

Whenever you come in or out using the front door, please ensure it is firmly locked again before moving off. Please don't open the door to people you don't know. You don't want people out there in the rain though – if you're happy, do let people in and wait with them until a staff member arrives to

EVERY
DAY
is a FRESH
START



take over. There's a lift up to the first or second floors, the code is on the key info on the back of your swipe card.

Reception

Once you've swiped into the building, proceed to swipe into your account using the gadget by the screen next to the lift. This area doubles as a social space, and an evening event and Meetup space. We encourage people to sit, chat, work, relax here. Tunes and chat are likely.

Co-Working Spaces

Some people are Chatty Cathy's, and some are Silent Sal's, please be conscious of your neighbour's work habits. If they have their headphones in, please send them a digital message before you bother them in person. If someone is having a conversation near you (and it's bothering you), feel free to politely ask them to keep it down. People should be able to have short (5-10 minutes) conversations as long as the topic is appropriate for other members to hear. Be thoughtful and mindful of what you share openly in the space. There are Bluetooth speakers in some areas, please feel free to play music, but please use your best judgement when choosing what to play.

The Canteen and Kitchen

The kitchen has various ways to make coffee, a selection of teas, dishwasher, microwave, toaster, fridge and space to put your lunch. Help yourself to whatever is there that isn't labelled. If you use the last thing, please tell us. Please wash, dry and put away your crockery and cutlery. Please keep the fridge and microwave in the kitchen tidy and remember to label any of your items in the fridge. Please wipe the worksurface down after use.

Bikes

There is plenty of bike parking opposite the Blakehay Theatre and Grove Park. If your bike is dry you can bring it in to your office or we may let you store it elsewhere in the building.

Key Cards

Please keep your key card safe. If you need a replacement there is a £15 charge.

.....
**HAPPINESS
IS NOT
SOMETHING**

.....
READY-MADE.



FROM

.....
**YOUR OWN
ACTIONS**

A-Z Directory of Useful Things

Access (swipe) doors

We have several access zones with swipe-activated doors at The Stable. To open the doors simply swipe your Membership Card over the boxes; you'll hear a high-pitched beep and the light will flash green, releasing the door for you to push it open. Use the green circular Push to Exit buttons in the green, wall-mounted plastic boxes near each door to exit. In the event of an alarm going off, all doors will release so they can be opened (except the front door for which you'll still need to push the green release button).

Accessible loos

There is a wheelchair accessible toilet on each floor. Please do not put anything other than a normal amount of loo roll down them per flush, or they will block. Just like that. No hand towels! No Blu-Roll! No half a roll of paper per go! Unblocking toilets is no-one's favourite job.

Accessibility (for people with disabilities)

The Stable is as access friendly as possible, for an older building. There is no step to enter. We are based across three floors, with wide doorways and a lift. We have an evacuation chair on the second floor and will discuss a Personal Emergency Evacuation Plan (PEEP) with any hub member who requires one. Two top floor rooms have two steps to get up to them both, The Studio and The Canteen. A step lift or ramp were not feasible for the space. Please don't book The Studio (book The Workshop instead) if there will be anyone in your party for whom two steps are going to prove impossible.

Accidents

Please report all accidents to us. Staff will log them in our Accident Book. There is a First Aid kit in Reception and the Kitchen. For major accidents, your first action should be to dial 999 – don't wait to find a member of staff. See Evacuation, Emergencies, Fire, Fire Assembly Point, Fire Extinguishers.

Air-conditioning (aircon)

The Stable is an old building and does not have aircon in every room. In the first year of being open and through several hot spells, aircon has yet to be needed as the many windows do the trick and keep things peaceful. We try to balance the needs and wants of all, so please let us know if you are too warm or cold. Layers are the answer to most body temperature related questions although we have editable central heating and free-standing heaters.

Alarm

Our fire alarm is tested every Thursday morning between the hours of 8am and noon.

Alcohol

Apart from in the café or at an event where alcohol may be purchased, no alcohol should be consumed on the premises before 5pm Monday to Friday without prior permission.

Assembly Point

In the event of hearing the Fire Alarm, your assembly point is opposite the Blakehay Theatre, just down Wadham Street on the right-hand side as you move in the direction of Grove Park. See entries on Emergencies, Evacuation and Fire.

Baby Change

Located in The Café rest room.

Bins

Please use the general waste and recycling bins for your waste. We will empty the bins for you. Please make sure you shred anything you need to keep confidential.

Blinds

There are some huge windows at The Stable, and we appreciate these can be a mixed blessing when the sun is shining in your face, on your screen or if you're trying to use a projector. Feel free to use the blinds, winding them up and down very carefully. Be sure to ask others for a general consensus before shutting the light out/ letting it into shared spaces. Keep dangling cords out of harm's way.

Blutac

Do not Blutac, pin or tape anything to any wall in The Stable.

Bookcases

There are a few bookcases around the building please feel free to share or borrow books but please do bring them back.

Bookings (rooms, by members)

Use the Find a Room section of the website to check availability of meeting rooms. Members have varying discounts attached to their accounts. Things like projectors, flipcharts, screens, hot drinks and catering can be added to your booking before it is finalised. Any discounts on your membership will automatically be in the system so as long as you are logged into the site, the price you see will be the final price. If you have any monetary or hours credit on your account, the system will exhaust these first before adding any additional charges to your account. See Debts.

Broadband

See Internet, Wi-Fi.

Business Card Wall

Feel free to add your business card to our fairly light wall in reception.

Cables and chargers

We have a small collection of spare cables; extension leads and chargers that can be borrowed. All cables will need to be returned at the end of the day; a £10 charge (or the price to replace the item, whichever is the greater) will be automatically added to your account for any lost or non-returned cables so that we can order another.



“Whatever
you are,
be a **Good**
One”

Cables (trailing)

If you plug your cables and chargers in anywhere, ensure they do not pose a trip hazard to anyone else, whether plugged in to the wall or into the under-floor sockets. Reception has black and yellow striped tape if required which can be stuck to the laminate flooring.

Café

We now have an inhouse café, that will be open 8am to 3pm Monday to Friday and be home to a number of events and pop up cafes at weekends.

Cancellations

Tenants and members need to provide 30 days written notice to cancel their contracts.

Room Bookings cancellations are as follows:

Less than 2 weeks' notice 50% of room hire

Less than 1 weeks' notice 75% of room hire

Less than 2 days' notice 100% of room hire

Canteen

The Canteen is the break-out canteen area next to the kitchen on the top floor. It's for members and those on Day Passes (and free trial days) to use. Those who've hired rooms do not use this space. See Coffee, Kitchen.

Catering

You can organise your own outside catering for meetings and events and collect it/ have it delivered, or The Stable can organise the catering for you. See Café.

CCTV

We have CCTV at various points throughout The Stable building. This is for staff's and members' and visitors' security. We reserve the right to review footage for purposes related to but not restricted to member behaviour, staff safety and security, damage or suspected or actual theft. We will not release or make visible any CCTV footage to any member or third party unless required or requested to do so by the relevant authorities. We are registered under the relevant data protection laws (see 'Data Protection').

Cleaning

Our caretaker, Paul, comes in outside of our standard work hours of 8.30am and 5.30pm, Monday to Friday. It's a large building and he can only do so much, but he rotates through all the necessary tasks. It is important that you help us to keep the space as clean and tidy as possible and this is a key principle of being a member. It's your space! If a particular room or area needs attention do let Front of House know. If you are in a private office and it requires cleaning, please leave your bin outside your door so that Paul knows to clean it for you. See also Bins.

Clear-desk policy

The Stable operates a clear-desk policy. If using a Day Pass, if you leave the building (i.e. you swipe out for lunch), you must leave your desk clear. Lockers can be hired for £1 per day with a £10 key deposit. If you have a flexible hour-based membership, you must similarly leave your desk empty when you leave the building. If you have a Perm Desk, you can leave your belongings. See also Insurance, Lockers, Offices, Permanent Desks.

Coat racks

There are coat racks on the walls throughout the building. Some look a bit like white antlers.

Refreshments

Unlimited ground/ instant/ decaf coffee and black/ green/ herbal tea are included in every hub membership and with Day Passes. Room bookings have rounds of drinks booked and paid for at booking stage as hot drinks are a chargeable item, for members too. (Please do not cater for your meetings from our kitchen) See Coffee, Drinks for Meeting Room Bookings.

Coffee

All members and tenants get a Free Coffee Card to use at The Stable café. This is for fancy coffee only. All other teas and coffees you can make yourself in our kitchen. No one should ever access The Stable café kitchen.

Complaints (and compliments ha ha)

We're all really friendly and aim to keep lines of communication open at all time to nip any frustrations in the bud. But of course, sh!t happens. If you have any complaints, comments or constructive feedback to give, feel totally free to let us know or write it down and pop it in the feedback mailbox in the canteen.

Conference calls

Having a phone call, conference call or Skype chat that's longer than a few minutes? Please take this away from the main coworking areas so as not to disturb others' focus. There are several places you can take/ make calls like this. A) In Reception on the ground floor. B) At your desk if the room you are in is empty and stays that way! If others arrive to work, kindly move to another space. C) In the canteen. D) You can use the Listening Room on the ground floor.

Confidentiality

Using The Stable means you understand that you are to treat as confidential anything you overhear, see or read on people's screens, phones, desks, offices etc, and that you shouldn't discuss the fact that you saw a given person, company or brand in the building. This goes for The Stable and its activities and its service users.

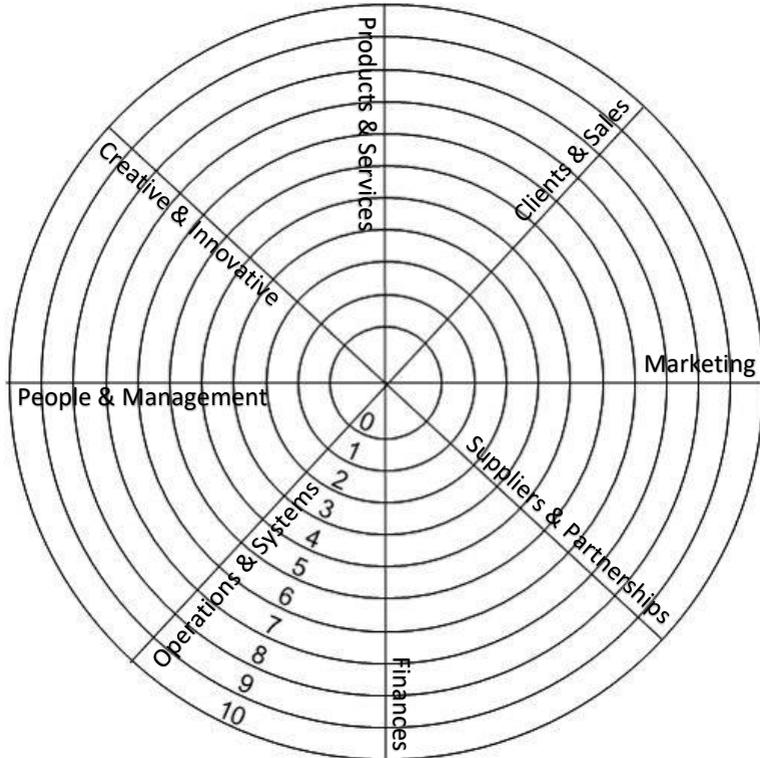
Debts

Any monies due for printing or booked rooms will be taken automatically at the end of the month either using GoCardless, the Direct Debit system we direct all new members towards, or your stored card. Members accept that if they should leave The Stable with any debts, that The Stable has the right to charge their stored card to clear this outstanding balance.

The Wheel of Business

First, score yourself out of 10 for each of the areas below

Then, decide what you want your ideal score to be for each area. How can you get there? Identify areas that you want or need to work on, what can you do in the short term? What will take longer? What can you achieve and by when?



Memberships must be cancelled with Front of House, just cancelling a Direct Debit does not cancel the actual membership (like at a gym).

Damage

We are located in a Conservation Zone so alterations to our exterior are challenging, and repairs can be costly. Accidents happen so if you break something, or damage the fabric of the building, just let us know. Permanent Deskers should take out their own insurance for anything left in the building.

Disabilities

See Accessibility, Accessible loos.

Dogs

There are no dogs allowed, except for in private offices away from coworking areas and with prior agreement by The Stable.

Data Protection

We are registered with the Information Commissioner to process personal data. We are named as a data controller under the register kept by the Information Commissioner in accordance with section 19 of the Act. New data protection guidelines came in on 25 May 2018, see GDPR.

Day Passes

Day Passes are available on the day or can be booked in advance. Day Passers will sign up to a one-off Day Pass arrangement using the site, so that they accept our Ts and Cs.

Dishwasher

This is a magical piece of equipment into which we can put dirty stuff, press a button, and clean stuff comes out. If you don't use a dishwasher regularly then please note that you need to scrape your plate into the bin before putting it in to clean. If you get to the machine and it's popped open post-cycle with everything clearly clean, do lend a hand and put the contents away.

Drinks

Feel free to drink (soft drinks) at your desk, just be careful not to tip any liquids over anyone else's electricals. If you spill your drink whilst you're carrying it, please clean it up!

Drinks for meeting room bookings

When external people book rooms, they have an option to add hot drinks at booking stage (or can add later if they forget). If you have booked a meeting room as a hub member, but have four guests in your meeting room for example who need hot drinks, you will need to book drinks with us when you book the room so that they can be charged appropriately. Meeting room guests shouldn't be given drinks by members from the members' only facilities.

Emergencies

In the event of an emergency, sound the alarm by pressing the red fire alarm buttons, and by verbally shouting out to alert others on your way out of the building. Call 999.

BE
Cool
You



Full fire information is displayed throughout the building but in brief, fire routes are clearly marked. Our two main exit routes are a) out the fire exit at the bottom of the stairs onto Wadham Street and b) out the left rear corner of the ground floor (also accessed through the back office on the first floor and down the back steps into Post Office Lane). The Stable's front door can also be used as can the front door in the SeeTec office on the ground floor. See Evacuation, Fire.

Evacuation

A fire evacuation map is at the rear of this booklet There are fire notices throughout the building detailing actions to take in the event of a fire. Ask us if you'd like clarification on the evacuation procedure or if you need a Personal Emergency Evacuation Plan (PEEP) in the event of an incident. See entries on Accidents, Emergencies, Fire, Fire Assembly Point, Fire Extinguishers.

Events (general)

The Stable runs many social, networking and training events and is keen to run more. Stable staff are always happy to discuss your own event or Meetup, whether you want to hire the space or rooms out yourself or co-promote something with us. We may well provide free space for an event likely to bring in potential members or room bookers. Events running at The Stable can be found on our site's What's On page or on our Facebook page.

Events (whole building)

The Stable is a growing community, doing all it can to attract more like-minded folk from across Weston and further afield. Sometimes we need to shift people within the building, or to change the normal use of a given room. Hot-Deskers or members might be moved to a different room such as The Studio, to allow a room hire of the co-working spaces on occasion, or for relevant and interesting events to happen there. Thank you to all members for your understanding and for being flexible around this.

Feedback

There is a Feedback box in the canteen for named or anonymous feedback if you prefer.

Fire

Please do not endanger yourself in any way. If you detect smoke or a fire, don't hesitate to press a fire alarm button and raise the alarm verbally, leaving the building by the nearest exit. Call 999, better to be safe than sorry. In the event of a fire, staff will don a hi-vis orange tabard and grab the sign in tablet/ sheet in order to monitor if everyone is out of the building. Staff will brief all new members on the fire escape and evacuation plans and will brief all of those who are new to the building and who are running meetings in the building. See also Emergencies, Evacuation, Fire Extinguishers.

Fire Extinguishers

There are fire extinguishers throughout the building, these are colour coded. In the event of a small fire you may choose to attempt to extinguish the fire using one of these units if you are confident you are using the right extinguisher and are totally happy to do so. In the event of discovering a fire though don't waste precious seconds – setting off the alarm and verbally alerting folk while leaving the building and calling 999 is a totally acceptable course of action.

Who are your dream clients?

What's their average age / gender?

Where do they live?

Do they live alone, as a couple, family?

What kind of houses/offices do they live and work in?

What magazines / blogs do they read?

What jobs / hobbies do they have?

Where do they buy your kind of work?

When do they use products and services like yours?

When do they buy products and services like yours?

How does buying and having your product or service make them feel?

Fire Alarm Test

There will be a fire alarm test every Thursday, please ignore unless the sounding of the alarm continues for ten seconds or more.

Fire Assembly Point

Your assembly point is on the wider section of pavement opposite The Blakehay Theatre in Wadham Street. Turn right out of The Stable and you'll see it. If exiting The Stable into Post Office Lane (the side alley) from the ground floor rear exit, turn left up to Wadham Street then turn right and you'll see it.

Flipcharts

The Stable has a flipchart. It can be borrowed by members for free if not already booked out to a meeting room. Flipcharts come complete with paper and pens for which there is a £1 charge. See Blutac, projectors.

Free meeting spaces

Members are free to work in reception, or to meet their visitors or clients in Reception. Members can also hold meetings anywhere in the Reception area, unless a one-off event is happening there, in which case members will have been notified in advance. Visitors/ clients shouldn't enter the members-only areas of The Stable unless they are a) on a free trial, b) attending a meeting in a room that was either booked and paid for or booked using free room hours or c) being given a quick tour by the member, in which case they'll often be accompanied by a member of staff anyway. See Day Passes for Members' Guests.

Free Trial

Anyone taking up our Free Trial offers (which may vary from time to time in terms of nature/ length/ inclusions) will be required to sign up on our website, using their own device, to a one-off Day Pass arrangement. This is so that they accept our Ts and Cs including Internet usage policies. They will work in the coworking spaces (or the assigned room that day) and will have access to the members' Canteen and kitchen - so if you see someone looking confused, do help them out!

Fridges

There is currently one fridge in the members' only kitchen on the second floor. Milk for tea/ coffee is kept in here. Feel free to leave your lunch in here. At the end of the month we will throw out any items that look old, out of date or unloved. Please label your items unless you are happy to share.

Front door

Our front door is swipe access and opened from the inside by pressing the green button on the left just inside. When entering or leaving the building, every single time please ensure that the door has locked close again. The noise isn't enough – please get into the habit of physically testing it yourself before moving into/ out of the building.

Furniture

Most furniture stays in the room you find it in, but we are very open to suggestions for changes, additions and improvements. This includes colours, wall art, pieces of furniture, displays etc. Please be as kind to everything as you can and report any damage caused or spotted as soon as you can. Meeting room lay out will be sorted out between room booker and staff.

Guests

To preserve the members' ethos of The Stable, members' guests are not permitted in the coworking areas, beyond their initial tour of the building unless by arrangement. Beyond Reception is for members/ booked meeting room people only. If you would like to meet, chat or work with a guest in the Reception area, that's fine. If you are working with someone external for a whole day, say, you will need to book a room (unless you're working together but mainly in silence, in which case they can book a Members' Guest Pass. See Day Passes for Members' Guests, Drinks for guests.

Hot Water

The hot water in taps throughout the building get very hot. Be careful.

Headphones

You are more than welcome to use headphones, though please be very mindful of 'leakage'. We have an informal rule which works well in other hubs. One headphone in is like an 'open door' policy and means you're open to being interrupted with questions etc. Two headphones in means 'I'm deep in work, please don't disturb me'. If one's in, make sure the other isn't bothering everyone else! You can also send a quick digital message before interrupting someone wearing headphones. See also Music.

Health and Safety

The Stable employs a third-party fire, water and H&S consultant to ensure that we do the right thing. Some areas at The Stable have signage to warn of specific H&S risks. We fulfil all H&S tasks in terms of maintaining your experience at The Stable, including fire risk assessments, fire alarm testing and water quality checks. If you spot anything that concerns you, at any time, bring it to the attention of staff.

Heating

Most spaces have radiators with individual thermostats attached so you can create the right temperature for the space that you're in. Please remember that people have different body temperatures, so whilst you might be freezing, they might be baking, please have a discussion with others around you before making a decisions on your own to whack the heating up to 12. We also have several plug-in heaters available for larger spaces or areas where they are currently no fixed heating solutions.

Hot-desking

Day Pass people, free trial people and members on hour-based memberships are all on a 'hotdesking' arrangement. You can sit at any desk in the allocated areas at any time, and so can anyone else. Please don't get territorial if your favourite spot has gone. All hot-desking is

Time to Reflect

**When and where do you need to slow down?
Sometimes slowing down can make you go faster**

What is difficult right now?

Who or what is costing too much?

**Where and when are you wasting time?
How can you stop that?**

What is working well in your business right now?

on a clear-desk policy, namely, if you swipe out of the building you should leave your desk clear so that another can sit there. See also Lockers, Insurance, Permanent Desk, Security.

Insurance

We have contents insurance for Stable owned equipment, and public liability insurance to cover ourselves if one member trips over another member's power cable. However, members are responsible for their own contents' insurance. Please also note that if you have a company based here at The Stable with two or more employees, you will need to arrange your own employers' liability insurance for your company. See also Clear-desk policy, Lockers, Rates, Security.

Internet Usage

At The Stable we have 14 WAPs (wireless access points, those white UFOs on the walls). These provide 100mbps upload and download speeds. (It hovers around the early 90s in reality but it's up there.) We have plenty of bandwidth, so don't sweat it too much if you want to watch a bit of TV or do some gaming, but please don't torrent or download during peak work hours. Always be mindful of those around you and what can be seen on your screen and adhere to our Internet usage policy.

Licence

Tenants of The Stable rent their spaces under a licence agreement. You will have been given a copy of your licence.

Lights

We don't illuminate rooms beyond reception until people come in for the day. Feel free to turn lights on as you arrive or enter a room for instance. If you are coming down from a room at the end of the day or are leaving a meeting room, please close windows and turn off the lights as you leave. The main hall stairs and landing / reception lights / festoon lighting are on timers so please do not touch the switches as this will mess up the timers. If you need to override the lights in these areas, please ask a member of staff.

Lockers

We have a number of lockers for hire at £10 per month.

Monthly Mingles

Monthly Mingles will be held at every month, this is a chance to meet new members and tenants and get to know each other. These are social events.

Membership

Your membership gives you the license to use the facilities in the building at stated times, during our opening hours or for as many hours as come with your membership agreement. Please ensure you have read the terms of service and membership agreement document that you agreed to online when you joined.

Membership Cards / Key Cards

Your membership card (white swipe card with your name on it on a sticker) gets you into and around The Stable. It only opens doors you're allowed through; We have access control to

protect our members and to keep track of who is in The Stable (for billing and for fire register, not because we are nosy). You also need to tap your card to get out/ sign out, this ensures you are only billed for what you use on the hours front. All members will be automatically signed out at the end of each working day. Even if you are an unlimited member, remember to tap in and out, for fire registry purposes.

Mobile phone/Apps on silent

A good idea is to have your phone visible but on silent (or on vibrate in your pocket) when working in shared areas. If you have constant text/ phone/ App pings, please silence those too in shared working areas. A dozen people each receiving a small bit of phone activity per day and having a half hour Skype quickly adds up to a whole day's worth of distraction for everyone otherwise.

Monitors

We have ready to go a small number of basic, regular-sized monitors. These can be used free of charge on a first-come first-served basis. If you know you prefer to use one of these, arrive early to request one. Prior to arriving knowing you need a monitor for the day, perhaps check compatibility of your leads/ cables. If you definitely need a monitor all the time, a permanent desk with your own monitor on it is the way forward.

Music and PRS

The Stable has a PRS license and can legally play radio stations and other music. There will usually be music playing in Reception unless someone has asked for it to be silenced for a particular reason. As our members increase, it is likely that one room will have a more casual atmosphere with inoffensive music playing as chosen by that room's users, and that another room will become the 'quiet space', so that people can work in peace. Settle in where you feel most comfortable on any given day. If one person is causing notable noise/ distraction (their music, headphones, TV, endless phone calls in the coworking space rather than the chat booths etc), then please let us know discretely so we can manage the situation. See TV.

Noise

See Music.

Opening hours

The Stable can be accessed between 6.30am and 10.30pm 7 days a week. You must not enter the building or exit it out of these times. If you do and you set the alarm off, there will be a call out charge of £100, to cover the key holder and staff costs involved.

Parking

There is free parking a very short walk away. There is limited paid on-street parking nearby. Grove Park Car Park is just 100m from our door, with on-street parking along two of its sides. For day-long parking, get parked at Weston's covered shopping venue, The Sovereign Centre, nearby before 9am and it's just £3 all day.

Parcels

For general mail, see Post. Any post or parcels arriving at The Stable are the responsibility of the recipient and The Stable will not be held responsible for anything that goes missing or gets damaged.

PAT Testing

All Stable owned electrical items have been PAT tested. Members are responsible for the testing of their own equipment and this is advised. At our annual PAT test, members will be able to have any of their own kit PAT tested on request.

**#Love
What
you Do**

Permanent Desk

If you have a lot of stuff or prefer to use your own monitor(s), a Permanent Desk contract might suit you best. You can leave your kit on the same desk every day and will have free access to a locker if required (£10 key deposit applies). The Stable management reserves the right to change the location or room location of any hot-deskers or Permanent Desk member to make the best use of space and to keep the atmosphere/ desk arrangements fresh for everyone. See Hot-desking, Insurance, Lockers.

Personal Items

Please keep these with you as much as possible, and contents insurance for anything you regularly use or leave at The Stable is advised. Please do not reserve desks with personal items. Members on hour-based memberships (so, everyone except permanent Deskers) are on a clear desk policy. Management may shuffle up the desks to keep things fresh. Note that members must insure their own items, and it is the responsibility of members to ensure that their insurance covers them while at the hub. See CCTV, Clear-desk policy, Insurance, Security.

Phone calls

See Mobiles, Skype Booths, Phones (VOIP).

Phones (VOIP)

If you have a need for a landline/ VOIP phone extension, please talk to us. Reception's landline is 01934 315 305. See also Mobiles.

Post

We are happy to receive post for you and will put it in pigeonholes behind the reception desk. Members are welcome to use The Stable as their postal address for free, please inform Front of House so we know to expect mail. Members are also welcomed to register their business officially at The Stable (included in some plans). See also Parcels, Registered address.

Post office

The closest is in the Spar on the corner. It opens surprisingly late and offers a surprising amount of services. See Parcels, Post.

Printing and scanning

Our photocopier can be used by all members. It can print/ copy A4 and A3 and do various other things including print labels. Printing costs A4 black & white single/double side 5p/8p per sheet, A4 colour single/double side 30p/48p per sheet, A3 black & white single/double side 15p/24p per sheet, A3 colour single/double side 60p/96p per sheet. Please pay at reception - Scanning is always free.

Projector

The Stable has two projectors. They have various leads. To add a projector onto a booking made through Spaces, tick the box and it will add any relevant hire fee. Once they've been ticked out to bookings, they will no longer appear as available. Please check your tech,

Branding

What are your 5 core brand values?

What do you want to be known for?

1.

2.

3.

4.

5.

What other brands do your clients surround themselves with?

What are the brand values of those brands?

How do those brands communicate their values?

How can you use these insights to help your own brand?

projector booking and lead compatibility ahead of any important meetings. If we're missing any key leads, let us know and we will purchase. We have one lightweight mobile projector screen, with many people projecting very successfully onto our white (and also white brick!) walls to great effect.

Rates

The Stable pays business rates. As a member, you do not separately contribute towards business rates. If you rent a private locked office from us here, you will then become responsible for your own rates. We will get in touch with the Valuation Office immediately we rent out a private office to remove that room from our rates responsibility. You may well be exempt but it's up to you to sort it out.

Recycling

Our 'dry recyclables' get collected in one large bin so there is no need to separate out in the building. Our recyclable materials are paper, plastic bottles, cans and glass bottles, plus cardboard. All bins are for dry recyclables except for a) the second bin in the top floor kitchen which is for general waste and wet waste and b) all the bins in the WCs, you can put anything in the WC bins as these are general waste. Please use the PHS grey sanitary bins for sanitary waste and medication/ sharps. See Bins.

Registered Business Address/Office

Some of our Membership Plans include the ability to have The Stable as a Registered Business Address (either included in the price or as an optional extra). Please speak with us if you would like to use The Stable as your company address. To use The Stable as a postal address only, once you're a member that's fine, just talk to reception so we're aware. Staff are within their rights to refuse to accept a registered business address request (but to be honest if you appeared that dodgy then they would also have been within their rights to not allow you in as a member in the first place, so we hope not to get to this!). See Parcels, Post, Post Office.

Security

We've planned The Stable to be as secure as possible. We have access-controlled doors, to keep people where they should be within the building. We have CCTV, which is mentioned on our door to the outside so that everyone knows. We can monitor activity through door swipe activity if required. However, we cannot accept financial responsibility for your stuff so anything you leave around, whether in swipe-controlled rooms or more public spaces, is your responsibility so we advise getting your own contents insurance. See also CCTV, Clear-desk policy, Insurance, Lockers.

Selling to Each Other

Please join us at our monthly mingles to let other tenants know what you're up to and submit events etc to be included on our website / social media to The Stable staff. Please do not use our in-house communication systems, Podio, Nexodus, WhatsApp etc to try to sell your products and services.

Shared Areas

The lift and landings are shared so please be respectful of this fact. Noise carries up the staircase and from landings, so please don't gather and chat here, come into Reception or the Canteen etc. Please close doors quietly.

Shredder

The Stable has two shredders, please ask at reception if you would like to borrow one

Showers

Coming soon

Signs and Posters

If you have a private office, you are welcome to display appropriate materials on the walls inside, we are unable to accommodate requests to put posters etc on the communal walls, except where agreed by The Stable staff. Please keep literature / posters etc to the designated areas.

Skype Booths

Coming soon.

Smoking and Vaping

Please don't smoke or vape anywhere inside or outside The Stable. Some smoke further away, down Post Office Lane or why not go for a walk to Grove Park, 100m away...

Storage

We are normally unable to accommodate requests for additional storage space, as we are limited on what we have available, and essentially make our money from the selling of space. We will try to help out where possible, but in particular, private office tenants should note that they are expected to keep their belongings within their rented area, this includes things like coats.

Terms & Conditions

You will be given a copy of our terms and conditions of use

Toilets

You will find accessible, unisex loos on all floors. Both have surprisingly fragile constitutions despite having been replaced, must be super old piping behind. Don't put anything down the loos except your own organic matter. Lots of loo roll will block them. Paper hand towels will block them. The wrong kind of glance will block them. Basically, pretty much anything blocks them. While one is out of action, that can make the other block due to overuse. So PLEASE if you take one thing from this handbook: be kind to the loos!

Tours

Staff will often be showing people around on tours or settling them in for their free day's trial. They'll be as unobtrusive as possible and will only generally talk to you/ introduce you if you've looked up and look happy to be introduced. We'll otherwise do the talking outside of any rooms that are in use and will just then show them around (that's the aim). Meetings in progress in booked rooms will of course not be interrupted.

TV

The Stable has a TV license so if anyone wants to watch BBC on any device or to include BBC content in meetings, that is fine. See also Music (PRS).

Visitors (members' visitors)

See Day Passes for Members' Guests.

Walls

See Blutac, Flipchart.

Water

Water from the hot taps is very hot, please be careful. Cold water from the tap in the kitchen is drinkable. Members are welcome to fill our various bottles and vessels with water and to put them in the fridge to take into meetings and the Loft.

WhatsApp

There is a social WhatsApp group and an Information only group. Please make sure you join The Stable Info Group for important and urgent updates.

Whiteboards

Most large rooms have large whiteboards. Rooms' assets are noted on their entry on the Find a Room section on the website. We do not currently have any mobile whiteboards. See Flipcharts, Projectors.

Wi-Fi

We have invested in a Wi-Fi mesh system which ensures maximum signal around the hub through 14 WAPs (Wireless Access Points). You should be able to log on seamlessly as a member. Please let Front of House know about any issues with access or any coverage blackspots. See Internet. The Wi-Fi code will be given to members and Day Pass users along with the relevant network to log onto.

Windows

Some of these open. Please make sure everyone is on board with your window opening/temperature changing plans before doing so, and please ensure if you are the last to leave in the evening that all windows are closed. Some windows are quite low and have had bars fitted across to reduce any associated risks. Please be careful around windows and don't sit on any ledges or balance anything precarious on the bars, ledges or windowsills. Likes cups, barrels of hot tar or yourselves.

Lone Working

As a lone worker, you're required to take reasonable care of yourself and others, and, importantly, to cooperate with health and safety obligations set out by us and relevant authorities. As a lone worker, you are vulnerable in many ways. That's why we want to have measures in place to mitigate risks. These risks include:

- *Accidents* – From slips, trips and falls to work-related injuries and road accidents
- *Illness* – What happens if you faint, lose consciousness, or suddenly feel very ill, alone?
- *Attack* – No-one likes to think about it, but when you're on your own, it's a risk

The most important rule of lone working is to always make sure someone knows where you are and when to expect you back. This way if you don't arrive or make contact before that time, an alert can be raised to check whether you are ok. It is also worth arranging to 'check in' with someone regularly. Your own risk assessment for your role and business, will highlight your individual needs.

If you have any medical conditions, you must pay attention to this whilst forming your lone worker risk assessment and it may not be possible for you to be alone in the building. Please inform and discuss medical conditions with a member of staff.

You will be provided with a copy of The Stable Lone Worker Risk Assessment and you must sign this document to agree to abide by your health and safety obligations, before being allowed to learn work from the building.

**Life is more
than one big
to do list.**

What to do in the event of a fire

Step 1 – Raise the alarm

Anyone discovering a fire should raise the alarm immediately, regardless as to how small the outbreak is or how innocuous it appears to be. Fires can develop very quickly and every second counts.

The fire brigade should be called, with the name, address and full postcode of the property, given clearly with any helpful information such as fire type and location.

If the alarm has sounded automatically, please leave the building

In Summary

Raise the alarm

Call the fire service, when safe to do so

Evacuate the building

Evacuate

Step 2 – Evacuate

Evacuation should be prompt and calm, with everyone making their way to the designated assembly point

Do not stop to collect any personal belongings, and never use lifts in the event of a fire – this is because the lift could stop working, trapping you inside, or the doors could open on to the afflicted level and expose the occupants to flames, heat and toxic gases.

Head directly to the nearest emergency fire exit.

Put your hand against any doors you go through to check that the fire is not on the other side

Try to close doors behind you to prevent the fire spreading through the buildings “fire compartments” and also to reduce the level of oxygen available in any room to feed the fire.

If the escape route is affected by smoke, drop down onto the ground and crawl, as the available air will be cleaner closer to the ground.

If possible and your route out of the buildings, collect the clipboard / sign in sheet in reception and the yellow fire folder located next to the final fire exit doors.

In Summary

Be prompt and calm

Do not stop to collect personal belongings

Collect sign in sheet from reception / yellow folder

Head to the nearest fire exit

Step 3 – Go to the assembly point

Once you have exited the building, everyone should meet at the designated assembly point
A headcount (or nominal roll call) should be performed, making sure that any visitors are accounted for

You should not re-enter the building until told to do so by an attending Fire Officer

Do not leave the assembly point without making someone aware (otherwise people may search for you)

If you become trapped inside

Try and get to a room with a window

If you're on the first floor, open a window and lower yourself to arm's length, then drop to the floor

Never jump from a window and make sure to first throw down some soft materials onto the ground outside

If you're too high up to attempt this, then use the window to call for help and also call 999

Block the gaps under doors with materials such as clothing, towels etc to prevent smoke from entering

If your clothes ever catch fire, don't run around as this will fan the flames, instead, remember

Stop

Drop

Roll

Stop immediately, drop to the ground and roll to smother the flames

FIRE SAFETY INFO

@THE STABLE

1. IF YOU SEE OR SUSPECT A FIRE,
SOUND THE ALARM VERBALLY AND BY
SETTING OFF THE CLOSEST RED CALL
POINT

2. LEAVE BUILDING BY NEAREST
AVAILABLE EXIT- **DO NOT USE THE
LIFTS** (SEE MAP BELOW FOR EXITS)

3. REPORT TO THE ASSEMBLY POINT
OPPOSITE THE BLAKEHAY THEATRE
(OUT FRONT DOOR TURN RIGHT OR OUTSIDE
DOOR TURN LEFT TO FIND IT)

4. AWAIT FURTHER INSTRUCTIONS
FROM THE BUILDING'S FIRE MARSHALS
WHO WILL WEAR ORANGE HI-VIS

5. DO NOT RETURN TO THE BUILDING
UNTIL AUTHORISED TO DO SO BY THE
FIRE BRIGADE OR BUILDING STAFF

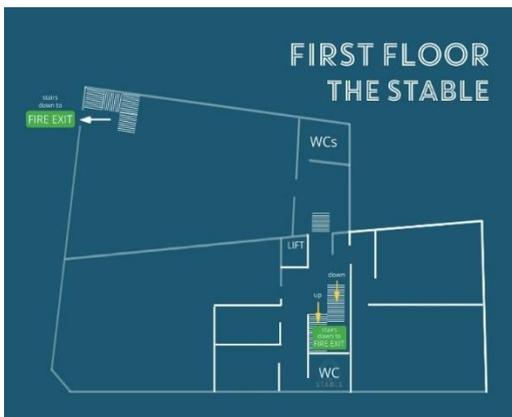
FIRE EXIT INFO

@ THE STABLE

3-6 WADHAM STREET, WESTON-S-MAREBS231JY



Ground Floor: Fire Exits are front door to Wadham St; Fire Exit at bottom of stairs; and rear left corner of the building onto Post Office Lane. Doors will release or press black button in green Emergency Door Release box.



First Floor: Fire Exit is back rear of building. Swipe doors will release or press black button in green Emergency Door Release box. Once through door, go down the stairs and out onto Post Office Lane.

IF YOU ARE ON THE TOP FLOOR, DO NOT USE LIFTS. MAKE YOUR WAY DOWN THE STAIRS TO ONE OF THE EXITS DESCRIBED ABOVE.

~~MAKE~~

YOUR

~~LIFE~~

AMAZING

Open Community Share Offer



The Stable is a Community Benefit Society, run by its' shareholder members. A key method of supporting The Stable is to become a member, which can be done by buying shares.

We are excited to announce that we have now launched an Open Share Offer so that anyone can invest in The Stable and become a member at any time.

Running The Stable together means that we can secure the future and make sure we have a thriving, welcoming space for everyone to enjoy. We wouldn't be where we are today without the support and participation of thousands of people in our community. By becoming a community member shareholder, you will become part of this wonderful journey.

Shares are £1 each, and the minimum purchase value is £30 shares, maximum £20,000. For prospective members or organisations who would like to purchase more than £100 worth of shares, please fill in the application form and await payment instructions from a member of staff.

These shares are non-profitmaking and represent a long-term investment in the future of The Stable. The money raised from the shares will be used to fund the wider aims of the project, for example to purchase additional equipment for the community to

use. Up until completion of the new Stable courtyard, any money raised from share revenue will go towards fixtures and fittings and developing our new area.

Members are entitled to:

- 10% discount on
- Invitation to Members' only events, including the Annual Members Meeting
- Member communications on a regular basis by email
- Have a say in how The Stable is run with a vote at the Annual Members' Meeting, for example to elect management committee members

Benefits of investing and social return

By investing in the development of The Stable, you will be supporting something with clear community benefit. The key benefits are:

- Contributing to a long term community asset serving the people of Weston-super-Mare and surrounding villages
- The provision of accessible and affordable working spaces for artists, small businesses and social enterprises, thus supporting sustainable economic activity in the area.
- The provision of space for a wide variety of community services, including training, education, arts and entertainment
- Making a significant contribution to the wellbeing and vitality of the local economy

This should be regarded as a long-term investment. The Stable CBS Ltd anticipates that it will not be able to allow for withdrawals in the first three years following investment. This investment should be considered as an opportunity to contribute financially to the community with the expectation of a social dividend rather than a financial one. Over the longer term, The Stable CBS Ltd will aim to allocate part of its accumulated reserves to a fund which will allow for occasional withdrawal. Failing this, it will undertake an open share issue where funds from incoming members can replace a limited number of withdrawals.

Asset Lock

The rules of the Society contain a statutory asset lock which cannot be removed by members' resolution and which restricts the ability of the Society to use or deal with its assets other than for the benefit of the community. The only payments which can be

made to members are the value of withdrawable share capital or interest on that withdrawable share capital. This means that the value of the Society's assets, is secured for community benefit. The assets of the Society can never be used for individual gain.

Risks

Withdrawable shares carry risks. We do not want people to invest money they cannot afford to lose. Our governing document, the Rules, is available online and explain member/ shareholders rights.

Regulation

Our share offer is exempt from the Financial Services and Markets Act 2000 or subsidiary regulations; this means that you have no right of complaint to an ombudsman. A Community Benefit Society is registered with but not authorised by the Financial Conduct Authority and therefore the money you invest is not safeguarded by a depositor protection scheme or dispute resolution scheme. The whole of your investment will be at risk (although you can't lose more than you invest). Please consider carefully in the context of the information provided and, if needed, seek independent advice.

Terms and Conditions

- Membership is open to any person (whether an individual, a corporate body or the nominee of an unincorporated organisation) who completes an application for membership in the form required by the Management Committee and:
 - is over 16 years of age.
 - supports the Society's Purpose.
 - pays for the minimum number of shares required by the Rules; and
 - whose application is accepted by the Management Committee.
- The Management Committee may refuse any application for membership at its absolute discretion.

How to Become a Member

Please complete a [Membership Application Form](#)

Wi-Fi

Stable Guest

Stable Members

THE
STABLE

#LoveWhatYouDo

