



CANBERRA TECHNOLOGY PARK

Canberra Technology Park

Tenant Handbook

Table of Contents

1. SITE ADDRESS.....	4
2. INTRODUCTION.....	4
2.1 WHAT IS CANBERRA TECHNOLOGY PARK.....	4
2.2 MISSION.....	4
3. GENERAL INFORMATION, RULES & POLICIES.....	5
3.1 ACCESS/SECURITY.....	5
3.1.1 KEYS.....	6
3.1.2 SECURITY CARDS.....	6
3.2 FIRE WARDENS & EMERGENCY EVACUATION.....	6
3.2.1 FIRE WARDENS.....	6
3.2.2 EVACUATION PROCEDURES.....	7
3.2.2.A STANDBY ALARM.....	7
3.2.2.B EVACUATION ALARM.....	7
3.3 SMOKING POLICY (DESIGNATED SMOKING AREAS).....	8
3.4 NOISE.....	8
3.5 PARKING.....	8
3.6 PAYMENT FOR SERVICES/RENT.....	8
3.7 FIRST AID.....	8
3.8 VARIATION OF PERSONAL DETAILS.....	9
3.9 CTP SIGNAGE POLICY.....	9-10
3.10 CTP REFURBISHMENT POLICY.....	10
3.11 OCCUPATIONAL HEALTH & SAFETY.....	10
3.12 PRIVACY.....	11
3.13 COMPLAINTS.....	11
3.14 INCIDENTS.....	11

4. FACILITIES.....	12
4.1 SERVICES.....	12
4.1.1 RECEPTION ADMINISTRATION.....	12
4.1.1A MAIL DISTRIBUTION.....	12-13
4.1.1B INCOMING PARCELS/PACKAGES.....	13
4.1.1C COURIER SERVICES.....	13
4.1.2 RECEPTION ANSWERING SERVICES.....	13
4.1.3 LINE RENTAL.....	14
4.1.4 HANDSET RENTAL.....	14
4.1.5 PHONE CALL CHARGES.....	14
4.1.6 TELEPHONE LINE CONNECTION FEE.....	14
4.1.7 ADMINISTRATION SERVICES.....	14
4.1.7A	
PHOTOCOPYING.....	14
4.1.7B DOCUMENT BINDING.....	14
4.1.7C LAMINATING.....	14
4.1.7D STATIONARY ORDERING.....	14-15
4.1.7E FACSIMILIE SERVICES.....	15
4.1.7F OFFICE SERVICES.....	
15	
4.2 MEETING FACILITIES.....	15
4.2.1 BOARD ROOM (INCLUDES A DATA PROJECTOR AND SCREEN)...	15
4.2.2 HALL HIRE (B BLOCK).....	16
4.3 VIRTUAL TENANCY SERVICES.....	16-17
4.4 IT SERVICES.....	17-18
4.5 WEB DEVELOPMENT & DESIGN SERVICES.....	18
4.6 BUILDING SERVICES.....	18
4.7 CLEANING.....	19
 APPENDICES	
CTP ADMINISTRATION SERVICES PRICE LIST.....	20
STATIONERY STOCKED AT RECEPTION.....	21
CANBERRA TECHNOLOGY PARK STAFF.....	22
GRIEVANCE FORM.....	23-24

1. Site Address

Canberra Technology Park

49 Phillip Avenue,
Watson, ACT, 2602

PO BOX 7131
Watson, ACT, 2602

Phone: 6162 5100

Fax: 6242 5090

Web address: www.canberratechpark.com

2. Introduction

Welcome to the Canberra Technology Park (CTP). This handbook is intended to provide information regarding CTP policy and procedures. It can be a reference point to any inquiry you might have as well as helping you with your day to day operations.

2.1 What is Canberra Technology Park?

CTP is a dedicated business park with a history of helping small and start-up businesses. CTP encourages the grouping of small and start-up businesses, so that tenants can interact and benefit from this co-location. CTP is a not for profit division of the Academy of Interactive Entertainment that has a licence agreement with CIT to operate CTP at commercial rates.

2.2 Mission

To facilitate the growth of the computer game development, 3D animation and other related industries within Canberra.

CTP is a dedicated business park aimed at information technology and related businesses. We seek to attract tenants involved in multimedia, film, TV and sound production, computer animation, telecommunications, software development, hardware manufacture, integrated and systems management, e-business, web development, and the internet.

CTP offers a range of affordable and realistically valued commercial space, aimed at improving your bottom line.

CTP's primary goal is to encourage the grouping of ICT business, particularly those related to 3D computer animation, multimedia, programming, on-line training and applications and software development.

3. General Information, Rules & Policies

3.1 Access/Security

All tenants have access to the building 24 hours a day.

Reception is open from 9am to 5pm Monday to Friday (excluding Public Holidays) and the building is open at these times.

Outside these hours, tenants can access the building using keys, access cards and alarm codes depending on which areas access is required to.

Reception has Security Card/Security Code Request Forms and Key Request Forms which must be filled in, to obtain access cards, codes or keys. Tenants also require a Security Voice Code for out of hours access and for weekend access. Once you are on site you are required to contact Signature Security on 1300 655 944 and advise them of your name, company name, area on site and voice code. It is CTP Policy to charge a call out fee, which costs \$60.50 (GST inclusive) per call out should this process not be followed.

CTP Management requires written consent by the signatory on the sublicense agreement or the resident business manager (known to CTP Management) to release new security cards, codes and keys.

It is the tenants responsibility to notify reception by email or in writing with changes to staff. In particular those who have after hours access – notification of staff leaving must be immediate.

CTP management requires prior written consent, by the resident business manager, should tenants require 3rd parties to have access to their premises.

If tenants require CTP management assistance to enter their office during work hours (lost key or locked out of room) CTP reception can only give access if provided with photo ID and the employee details are on CTP's tenant database or permission is given by the resident business Manager.

3.1.1 Keys

Keys to Tenants premises and external access doors are issued on the signing of a Sub Licence Agreement and the payment of a Security Deposit and one months rental in advance.

One (1) set of keys is issued to the new tenant. These are signed out in the recipient's name (a card system is maintained at CTP Reception under tenant business name).

Extra sets of keys to a tenant's premises will only be issued on request by an authorised person. These sets are provided at a charge of \$40 per key.

On the termination of a tenancy or an employee's contract, keys must be signed back in at CTP Reception. A refund of \$20 per additional key will be credited to your account.

It is CTP Policy to charge exiting tenants \$40 per key should the initial set of keys not be returned upon exiting CTP. This will be invoiced to tenants in their final account.

3.1.2 Security Cards

Security cards are available for A Block tenants only at a cost of \$40 per card. Please see CTP Reception. A refund of \$20 will be credited to your account when these cards are returned to CTP Reception.

3.2 Fire Wardens & Evacuation Procedures

3.2.1 Fire Wardens

Fire Wardens are required in each block. If you are interested in being a Fire Warden please contact reception. Fundamentally, this role requires someone who is usually in the building and is happy to ensure everyone in their Block has evacuated to their assembly area should this be necessary.

3.2.2 Evacuation Procedures

Canberra Technology Park has manually operated evacuation alarms. In addition to a standard fire alarm bell, which may or may not sound simultaneously with evacuation alarms, two evacuation alarms are used.

3.2.2.A Standby Alarm

Sound: - A fast beeping sound

Action: - Standby, and be prepared to evacuate, unless obvious sign of danger; in which case evacuate immediately.

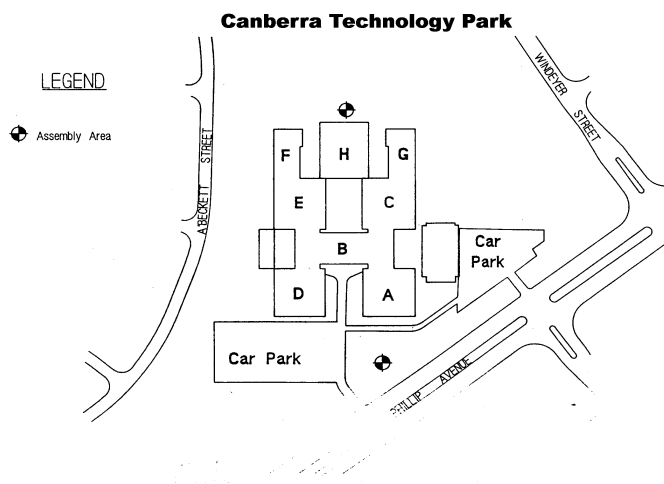
3.2.2.B Evacuation Alarm

Sound: - A long whooping sound with long intervals.

Action: - Move immediately to nearest exit or fire stairs and leave the building.

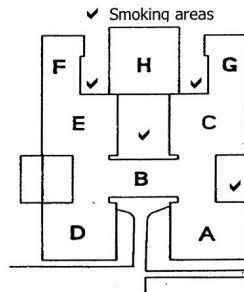
When Fire Alarm Bell or Evacuation Alarm is sounded or when the evacuation instruction is given by the Warden or Fire Brigade:

- Leave building immediately by the nearest emergency exit or as indicated by Floor Warden.
- Tenants are to direct their employees to the nearest emergency exit.
- Assemble in assembly areas nearest your location as indicated on the map below.
- Check that your work mates are with you. Notify Floor Wardens or Fire Brigade of any absences.
- All tenants are to return to the building when “all clear” signal is given by the Floor Warden or Chief Warden



3.3 Smoking Policy (Designated Smoking Areas)

There is strictly no smoking in the building. We have allocated smoking areas located externally around the building; all common courtyards have bins for smokers. Please ensure that you dispose of your cigarette butts thoughtfully.



3.4 Noise Policy

Please be aware that there are other businesses operating in this building. Noise should be kept to a minimum. This is outlined in your sublicense agreement.

3.5 Parking

Parking at CTP is free. Please ensure that your car is parked only in the bays provided. There is strictly no parking on grassed areas. The red kerb in front of the main entrance is a pick up and set down point only.

3.6 Payment for Services/Rent

All tenants will be invoiced for rent and services as per the terms of their sublicense agreement. All services will be invoiced at the beginning of the following month. Payment must be received at CTP accounts receivable by the 7th of each month. Failure to pay rent and services in accordance with your Sublicense Agreement may result in the termination of your Sublicense Agreement. Please approach CTP Management prior to the date rent and services are due if you are unable to meet this payment date so that a payment arrangement can be made.

3.7 First Aid

There is a first aid kit and Emergency numbers list located at the CTP reception. The CTP receptionist is able to call an ambulance or emergency services if required.

3.8 Variation of Personal Details

CTP needs to be informed of any changes to tenant's staff in writing so that our tenant data base is current. This allows messages and parcels to be delivered promptly and will assist gaining access to the premises if staff members cannot access the premises themselves.

3.9 CTP Signage Policy

Canberra Technology Park offers three locations for tenants to advertise their businesses. The first is a condition of tenancy, non-optional and at tenants cost:

1. A reception listing on a slat located in the front reception;

Cost of single slat and lettering: \$65.00 (incl. GST)

The following spaces are optional and are at additional cost:

2. External banner on the front wall of Canberra Technology Park facing Phillip Avenue.
3. An internal advertising space above the business door(s). Spaces are available to CTP tenants only. Please see below for internal and external measurements:

Internal Sign



External Sign



1500mm

600mm

3.10 CTP Refurbishment Policy

A tenant may refurbish their suite to their specifications with prior consent from CTP Management. Adequate notification must be given to allow time for CTP Management approval as well as allowing appropriate time for CTP reception to notify surrounding tenants of the possible disruption. Notification periods are:

- Minor work(s) - 24 hours notification is required for: painting, drilling or using loud equipment, minor electrical and/or plumbing work and constructing/assembling items that require a high level of noise.
- Major work(s) - 4 weeks notification is required for: erecting/removing walls and major electrical and/or plumbing work. Further notification is required before any work is commenced

It is requested that any work that may be noisy be done afterhours to minimise the disruption to other tenants.

Additionally regardless of whether the works are major or minor CTP reception must be notified 24 hours prior to the work commencing in order to be able to notify neighbouring tenants.

3.11 Occupational Health and Safety

CTP implement and maintain Occupational Health and Safety (OH&S) standards within our working environments in accordance with the Occupational Health and Safety ACT 1989 as legislated by ACT government.

It is the intention of CTP to furnish all staff and clients with a safe and healthy place to work. Your responsibility as a tenant is to know and follow all common sense and posted safety and fire regulations and utilise safety equipment properly to protect you and your colleagues from inconvenience or serious injury. Use of safety apparel, where necessary and required, is mandatory. It is your responsibility to report any unsafe conditions or defective equipment to CTP reception or email management@canberratechpark.com.

3.12 Privacy

In accordance with the Privacy Act 1988, it is CTP policy to ensure the privacy of all staff, clients and third parties.

Any confidential information obtained by CTP will be safeguarded by secure storage and accessed only by designated persons.

No confidential information will be disclosed to a third party without the written consent of the client, except as required by law.

3.13 Complaints

CTP would like to resolve any grievances promptly and to the satisfaction of all concerned.

If a tenant has a grievance the appropriate way to deal with it is to email the details to management@canberratechpark.com. CTP Management will attempt to resolve the issue. Please note there are several clauses in your sublicense agreements designed to minimise conflict.

These records will then be kept for future reference.

3.14 Incidents

If an incident occurs on CTP premises, an Incident Form must be filled out (See Appendix 1). This form can also be obtained from CTP Reception) must be filled out.

This will be kept as a record for official purposes, as well as to aid in the evaluation of staff. An 'incident' may be classified as anything which causes any client or member of staff distress or concern.

This may include:

- Aggressive behaviour
- Foul or offensive language
- Dangerous conduct
- Breach of CTP Code of Practice – available from CTP Administration Office
- Improper or inappropriate behaviour

DO NOT hesitate to report an incident because you feel that other people would consider it to be unimportant. If it distresses or concerns you, CTP Management would like to know about it so that, if we are able, we can do something about it.

4. Facilities

CTP offers tenants a range of facilities which include:

- Kitchen facilities
- Good friendly atmosphere
- Free parking
- Organisation of loose networking opportunities for tenants
- Opportunity to provide a link to your business web page from on the CTP web page
- Meeting Room Hire
- On site café (catering available on request)

4.1 Services

Tenants of CTP have access to a range of services which can be tailored to suit their everyday business requirements. These services are billed on a monthly basis and include the following:

4.1.1 *Reception Administration*

CTP Tenant Reception Administration Charge – **Minimum charge of \$40 per month** - all tenants are required to pay this.

Tenant benefits:

1. Receptionist available to assist tenant clients enquiries when they arrive at CTP.
2. Parcel receipting and pick up.
3. Optional use of mail box
4. Optional mail collection and distribution.

4.1.1.A Mail Distribution

The mail for the CTP is delivered to:

PO Box 7131,
Watson, ACT, 2602

Mail is delivered every day (usually before midday). CTP reception will sort all mail into pigeon holes ready for collection.

If you are unable to empty your pigeon hole and wish your mail to be forwarded please notify reception@canberratechpark.com and your mail will be sent to the address advised.

Outgoing mail taken to CTP reception area by 4.30pm each afternoon will be posted the following day.

If tenants have a specific request, this may be organised by talking to CTP reception or emailing reception@canberratechpark.com

Please note there may be additional charges for this. See Administration Services Price List.

4.1.1.B Incoming parcels/packages

CTP reception will sign for all tenant parcels and notify the tenant when one has arrived. All parcels signed for by CTP reception will be logged on a parcel register, and must be signed for upon collection.

4.1.1.C Courier Services (Courier Rate + 20% administration fee)

CTP offers both domestic and international couriering services. For more information, see CTP reception.

4.1.2 Reception Answering Services - \$45 per month

Reception Answering Services Includes:

All telephone enquiries are answered on the tenants behalf. Tenants are able to transfer calls through to CTP reception for answering if they are not available to answer their line.

- Email messages at no additional cost.
- SMS delivery of messages from Reception (at an additional cost of 25 cents per SMS).

4.1.3 Line Rental

Line Rental (digital and analogue) includes voicemail and message bank. If you require assistance in programming your phone please contact reception. \$35 per month

4.1.4 Handset Rental

Handset Rental. \$20 per month

4.1.5 Phone Call Charges

Tenants with connections on the CTP PABX system can arrange new handsets, new lines (digital and analogue) through CTP Management. All phone calls are billed monthly.

4.1.6 Telephone Line Connection Fee

A connection fee for each line will be billed at \$220 and will be included on the tenants service invoice.

4.1.7 Administration Services (See Administration Services Price List for details)

Tenants are required to sign for the following services.

4.1.7.A Photocopying

Black and white photocopying, up to A3.

4.1.7.B Document binding

Up to 40 pages per document.

4.1.7.C Laminating

Business card to A3 sheets.

4.1.7.D Stationery Ordering

On the first Monday of each Month, CTP places a stationery order with Complete Office Supplies (COS)

Tenants may order stationery through COS. Stationery requirements must be given to reception, by COB the last Monday of the month.

CTP will prepare a quote which must be signed and returned to reception before the order is placed.

4.1.7.E Facsimile services

CTP is able to offer tenants faxing facilities on request.

All incoming faxes must be clearly marked with your business name, a contact name and a contact phone. Incoming fax number is 02 6242 5090. Faxes not addressed to any tenant are not charged to tenants. However any incoming fax directed to a particular tenant is charged to that tenant.

It is the tenants responsibility to contact senders of unwanted material; CTP reception cannot make this judgement.

4.1.7.F Office Services

The CTP receptionist is available to undertake administrative tasks for tenants.

Administrative tasks include but are not limited to sorting, stapling, packing documents, document processing, organising couriers, photocopying, binding and laminating. The charge for Office Services is \$38.72 per hour, charged in 6 minute intervals

4.2 Meeting Facilities

Canberra Technology Park has meeting and training room facilities available for hire. Please see reception for details, availability and bookings.

A condition of room hire is that the room is left clean and tidy. Should this condition not be met, an additional charge for cleaning may be incurred.

4.2.1 Board Room (includes a data projector and screen)

Tenants: \$38.50 per hour

Non-tenants: \$82.50 for the first hour
\$38.50 per hour thereafter

4.2.2 Hall Hire – B Block

Tenants: \$38.50 per hour

Non-tenants(during office hours):

\$82.50 for the first hour

\$38.50 per hour thereafter

Non-tenants (after hours hire/weekend hire):

Minimum charge \$600 (for up to 2 hours)

\$300 per hour thereafter

4.3 Virtual Tenancy Services

Virtual Tenancy at Canberra Technology Park

Canberra Technology Park offers a Virtual Tenancy option. As a virtual tenant you will have full Reception services at your disposal which allows you more time to concentrate on your business. Listed below are the services available for virtual tenancy:

Telephone Line Rental

1. Single line rental
2. Calls answered on your behalf and
 - a. Diverted to your home phone (call cost to you)
 - b. Diverted to your mobile (call cost to you)
 - c. Message taken and e-mailed to you
 - d. Message taken and sent to you via SMS (\$0.25 per message)

Mail Receipt

Mail to be received at reception and

- a. Placed in pigeon hole to be collected
- b. Forwarded to your address

Package Delivery

Packages to be signed for, and kept for collection from Reception

Signage/Internet

1. Single sign to be displayed on internal tenant directory
2. Your Business name and description posted on our website

Cost for virtual tenancy

Initial set up fee of \$255.00 and a monthly fee of \$143.00.
For all enquiries regarding Virtual Tenancy please contact:

Adam Shaw
CTP General Manager
email adams@canberratechpark.com
Phone: +61 2 6163 9599

4.4 IT Services

The experienced Canberra Technology Park IT Services team are able to provide the following services:

- Internet services connectivity, web hosting and e-mail. CTP has a fibre cable connected to TransACT which can provide a speedy internet service.
- Troubleshooting and support on your local network
- Sales of software and hardware
- Set up infrastructure advice
- Network Installation

For all your IT needs contact:

Matthew Dormer
E-mail: itservices@canberratechpark.com
Phone: +61 2 6162 5103

All IT services are charged at \$132.00 for the first hour *includes call out fee* and \$88.00 per hour thereafter.

Service agreements are also available – please contact Canberra Technology Park IT Services to discuss your individual needs.

*The call out fee is only applicable if the IT staff are required to attend immediately, for all non-urgent work the call out fee may be waived.

4.5 Web Development and Design Services

- Website hosting arrangement
- Design and corporate image branding
- Information architectural development
- Backend and database programming support
- Flash presentation
- Webpage template setup and content mark-up

For information about CTP web design and development services contact:

Mrs Ronnie Chow

E-mail: ronniec@canberratechpark.com

Phone: +61 2 6163 9555

4.6 Building Services

CTP is able to offer tenants a wide variety of building services including:

- Fit out/ renovations
- Painting
- Minor electrical services
- Data connections
- General Handyman Services

For information concerning Canberra Technology Park's building services, please contact:

Tim Scorgie

E-mail: tims@canberratechpark.com

Tel: +61 2 6162 5102

Mobile: 0410 565 261

Please note that all handyman services are charged at \$50 per hour plus materials, while other building services are charged as quoted per job.

4.7 Cleaning

All common areas of Canberra Technology Park are cleaned by contracted cleaners. If you would like to have your office cleaned by Canberra Technology Park Cleaning Services, please contact:

Richard Bernier, Cleaning Manager

E-mail: richardb@canberratechpark.com

Phone: +61 2 6163 9552

Mobile: 0408 553 051

Charges for private office cleaning:

Monday to Friday

\$38.50 per hour, early mornings or evenings

Weekends and Public Holidays

\$60.50 per hour (minimum charge 3 hours)

CTP Administration Services Price List

Valid from 1 July 2009

Service	Prices
Faxes	
Local outgoing faxes	\$ 1.12 for the first page plus 75 cents per page for additional pages
Interstate outgoing faxes	\$ 1.70 for the first page plus \$1.12 per page for additional pages
International outgoing faxes	\$ 5.05 for the first page plus \$1.70 per page for additional pages
Incoming faxes	\$0.38 cents per page
Photocopying Black & White A4 or A3	
Number of copies	
The first 1 - 100 copies per week	17 cents per page
> 101 & < 1000 copies per week	16 cents per page
> 1001 & < 2000 copies per week	14 cents per page
> 2000 copies per week	12 cents per page
Printing Black & White	
Single sided A4 documents	70 cents per page
Laminating	
A4	\$1.90 per sleeve
If tenant provides laminating pouches	90 cents per sleeve
Binding (Ring/ Heat)	
A4 Document up to 50 pages	\$ 3.95 per book
Office Support	
Receptionist labour cost, to be incurred if the receptionist is requested to undertake administrative tasks on tenant's behalf.	\$ 38.72 per hour, charged in 6 minute intervals
Administrative tasks include but are not limited to sorting, stapling, packing documents, document processing, organising couriers, photocopying, binding and laminating.	

****ALL PRICES INCLUDE GST****

20

Stationery Stocked at Reception

Valid from 1 July 2009

Service	Prices
<u>Paper</u>	
A4 Ream	\$8.90 per ream
A3 Ream	\$15.60 per ream
<u>Envelopes</u>	
DL Self-Seal	60 cents per envelope
C4 Self-Seal	\$1.50 per envelope
C5 Self-Seal	90 cents per envelope
<u>Manilla Folders</u>	
Plastic Sleeves	55 cents per folder
Transparencies	32 cents per sleeve \$1.30 per sheet
<u>Express Post Envelope</u>	
A3 Max weight 3kg	\$12.00 per envelope
Stamps	55 cents per stamp

PLEASE NOTE:

Reception can organise your stationery requirements through our supplier COS (Complete Office Supplies). Should you require this service, you will be charged the rate COS charges us plus a 10% administration fee.

Canberra Technology Park Staff

Vicki De Margheriti
CEO, Canberra Technology Park
vicki@canberratechpark.com

Karin Thompson
Financial Controller
karint@aie.net.au

Richard Bernier
Cleaning Manager
richardb@canberratechpark.com

Matthew Dormer
IT Manager
matt@canberratechpark.com

Adam Shaw
CTP General Manager
adams@canberratechpark.com

Tim Scorgie
Building Manager
tims@canberratechpark.com

Alison Martin
Receptionist
alisonm@canberratechpark.com

Grievance Form

Name of Complainant: _____

Business/Tenant Contact: _____

Location: _____

PLEASE INDICATE PREFERRED METHOD OF CONTACT:

Telephone: _____

Email: _____

1. Who is the Respondent to this Grievance? _____

It would usually be expected that you would either have raised your concern/s directly with the Respondent and tried to resolve the matter with them directly, or otherwise tried to resolve the matter informally before you reached this stage and submitted this Form. Have you done so? _____

If so, what was done and what was the outcome? _____

2. What was the nature of your Grievance? (e.g. Workplace Bullying, or Harassment)

- 2 -

3. Please now provide specific details to support your claim/s. (i.e. details any incident, including its date, time, location and any witnesses).

4. What is the outcome that you are seeking?

Please note that this Grievance should be kept confidential. You should not discuss it in your workplace.

Signature of Complainant: _____

Date Lodged: _____

Signature of Respondent's Manager: _____

Date Received: _____