



Business Box

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Welcome to the Business Box.

This Tenant pack sets out the services available to all our Tenants and is designed to support you and your team during your time at the Centre.

At Business Box we offer a range of opportunities to grow and sustain your business from Meeting rooms to large office space.

The Business Box team is committed to supporting and providing you with exceptional service, continually striving to provide the highest quality support it can, helping meet the needs of ever increasing demands on Small Business.

Business Box is the trading arm of a local charity 'The Braunstone Foundation' (B-inspired).

Established in 2001 the charity provides community based services in the Braunstone area of Leicester. All surplus profit is gifted from Business Box to the Charity on an annual basis.

'The Braunstone Foundation' provides a variety of projects across the community including ; Food Share and Food Pantry projects, Over 50's befriending services, Community Business Development and Supporting local people into employment and training, Mental Health Support and access to sporting opportunities and school holiday activities.

If you would like more information about 'The Braunstone Foundation' and the work that takes place in the local community, please visit the website **www.b-inspired.org.uk**

Any thing not covered in this pack, please just come and ask..

Many thanks

Emma Shabtay-White

Trade Manager





Security and Visitors

Security

A high level of security is built into Business Box. In order to maintain security of the site, please note and observe the procedures below.

CCTV cameras around the building record internally and externally 24 hours a day and are monitored by staff.

When a physical tenancy begins you will receive Fobs for your Unit, guidance on the correct use of door fobs will be provided as part of an induction to the centre.

Please ensure that when entering and leaving the building you use your allocated key fob pass.

If you lose your key fob pass, please inform reception staff immediately in order to maintain the security of the building. A fee of £18.00 will be invoiced for a replacement pass.

All Fobs must be returned at the end of tenancy. A fee of £18.00 per Fob will be invoiced for any unreturned Fobs.

Please sign in and out using the relevant digital system on reception.

Staff need to be aware of who is in the building at all times in the event of an emergency, and when securing the building at the end of the business day.

Visitors

It is important that visitors sign in and out with reception. Please accompany your visitors to and from reception at all times to maintain security in the building.

You are responsible for the conduct of your visitors whilst they are in the building, as well as their safety in the event of an emergency. Please ensure your visitors are made aware of the emergency exits and meeting point.



Health and Safety

All organisations with five or more employees are required by law to have their own documented health and safety policy and procedures.

This includes the display of the Health and Safety Law poster and, likewise, your own fire precautions checklist in accordance with HSE regulations.

For organisations with four or less employees, health and safety and fire precautions procedures must be in place, however these do not need to be formally written down.

In addition for all young people, trainees or expectant mothers that are employed, either full or part-time, a risk assessment must be completed and recorded.

Fire Safety

In the event of a fire, the alarm will be activated automatically.

The following procedure must be adopted:

Leave the building immediately from the nearest door, using either the front stairway or the nearest available fire escape.

Do not attempt to use the lifts as a means of exit – they will not function.

Do not stop to collect or save personal possessions or property.

Ensure all doors are closed behind you on leaving.

Assemble in the designated area shown on the Fire Notice displayed in your office.

Do not attempt to re-enter the building until authorised by Business Box staff or the Fire Authority.

Business Box is committed to operating a safe site and carries out required Risk and Fire Risk Assessments.



Health and Safety continued

Emergency Assistance

Your immediate safety is our absolute priority,
if you are in need of immediate police, ambulance, or fire-service assistance then please call the national emergency number 999 in the first instance.

It is essential that any calls made to request assistance from the emergency services are followed up promptly with a report to reception. This ensures that reception is aware of the incident and enables us to assist and direct the emergency services when they arrive to site.

It is not the responsibility of Business Box to provide First Aid to Tenants or employees.

It is important to note it is the direct employer who is accountable for the First Aid of their team and a trained First Aiders should be appointed.

If you require support to identify training for First Aid please speak to reception.

For minor incidents, we have a First Aid box which is located in reception, should you require it.

PAT testing

All tenants must ensure that PAT testing is carried out on a regular basis on all electrical items (including portable appliances) used within the office.

The testing and inspection regime should be determined according to the type of equipment, the manner in which it is used and the likelihood of damage/abuse to the equipment.

All electrical appliances must be marked with test date stickers.

All appliances have been tested within their designated time period, e.g. annual, bi-annual.

New appliances are PAT tested and incorporated into an itinerary and testing schedule.

Business Box are happy to arrange this service and arrange a quote for the works.



Health and Safety continued

Children

As part of our ethos of supporting and nurturing all start up businesses we welcome working parents with children on site. Please ensure that they are supervised at all times and consideration is given to other tenants who are working in nearby offices and communal spaces.

Pets

With the exception of registered guide/assistance dogs, **pets and animals are not permitted in the building.**

Cleaning

All communal areas are cleaned on a daily basis to maintain a high level of hygiene and professional appearance for the benefit of tenants and visitors.

Tenants are responsible for the cleaning of their individual office and are expected to maintain a high standard of cleanliness.

If you would like our cleaning staff to clean your office, this can be arranged at an additional cost.

We also loan the use of a vacuum cleaner at £2 per use

Smoking Policy

Business Box operates a "No Smoking" policy. No-one is permitted to smoke or vape (e-cigarettes) in any area of the building, Smoking/Vaping is permitted outside of the building in the designated area, users are required to ensure the safe and tidy disposal of extinguished cigarettes/cigars/tobacco in receptacles provided.



Office Information

Reception is the 'heart' of Business Box. We pride ourselves on delivering a friendly, professional and flexible service to both tenants and visitors. This is at the Centre of everything we do - we provide a range of services to help keep your business running like clockwork. Core day-to-day activities include; Keeping all areas clean and in good working order, welcoming visitors, and providing a range of administrative services to our tenants. In person or over the telephone, we provide services which are personalised, timely and friendly.

Opening Hours

Business Box is open and fully manned from 7am until 10pm, Monday to Friday
Saturday 8am until 4pm.

Business Box is closed on Sundays, unless by prior arrangement. An additional cost of £25.00 per hour will be charged for any out of hours opening.

Business Box is 10-4pm on Bank Holidays.

Business Box is closed on Easter Sunday, Christmas Day, Boxing Day and New Years day.

Welcoming Visitors

We will welcome your guests and visitors, with warmth and professionalism. We will ask them to sign in and then contact you to let you know your guest has arrived and ask them to wait in reception for you.

Postal Service

Incoming post is available for collection from personalised pigeon holes located and managed in reception.

Royal Mail post is delivered daily at approximately 12 noon.

Parcel deliveries arrive throughout the day and are received at reception. An email or call is then made to inform you of it arrival. You will be asked to sign for your parcel on collection from reception.

Outgoing post must be with the reception team no later than 4pm Monday to Friday. Any post that arrives after this time may be sent the following day.

Business Box offers both franking and stamp facilities signed for, Special delivery and International post.



Office Information

Admin Services

The reception team are able to provide a comprehensive list of services to support your Business from Administrative support to the purchase of stationery. Please ask for a price list at reception.

Milk

We offer the option of paying into our milk scheme, the scheme costs £7.20 per month, with larger office paying £14.40 per month.

This ensures there is always milk available for you as required. Please ask at reception for more details.

TV Licencing

The Business Box holds a hospitality licence for its TV in the Communal area. This TV licence does not cover tenants viewing/streaming TV in there Units. Individual licences are required for each Tenant and need to be applied for directly with the TV licencing authority. It is an offence to view/stream TV without a licence.

Parking

All parking at Business Box is at the owner's risk. The Landlord and Management of Business Box cannot accept responsibility for loss or damage, howsoever caused.

Spaces have been allocated for disabled clients and parking in these spaces is for disabled car users only who are displaying a valid disabled permit.

There are no reserved spaces. Parking is available on a first arrival basis, as space is at a premium, please park neatly in the allocated zones.

We do not encourage overnight parking at Business Box, however can be arranged in exceptional circumstances by agreement with the Centre Manager. Any vehicles who have not sought prior agreement will be asked to pay a £50 overnight fee

Business Box promotes sustainable travel initiatives. Please speak to Business Box reception staff about bus routes and timetables. There is a cycle rack in the car park, and free shower facilities on the ground floor in Business Box.



Office Information

Confidential Waste removal

Business Box provides a secure shredding service giving you peace of mind knowing that your documents are destroyed sensitively in line with current GDPR practices.

There are two shred boxes on site where you can dispose of confidential information.

There's a secure chain-of-custody from collection to the time they are destroyed, and a certificate of destruction is produced to us when the shredding is complete as proof of compliance with data protection best practices.

You can find the shred boxes located by the photocopier downstairs and upstairs on the communal landing.

In addition to this shred bags can be provided for large amounts of confidential waste. Please ask at reception for the cost and further details.

VOIP Telephone service

A VOIP telephone handset and number is provided at a cost from £20 + VAT per month.

VOIP is chargeable in advance per handset per month with all Local, National and Mobile calls* included within this cost (fair usage policy does apply)

Any additional handsets are charged at £12.50 + VAT each per month

Each office is required to take a minimum of 1 handset per office as part of their tenancy.

**International, Premium rate (09, 0843/4/5) and Lycamobile calls are chargeable in arrears at the end of each month and are not included in the Monthly handset charge.*

Incoming telephone calls answered in your company name with messages taken and forwarded on to you.

If you are out of the office, in a meeting or already on the telephone phone your telephone calls will automatically (if requested), come to our reception switchboard and answered in your company name, messages will again be taken and passed onto you accordingly.

When out or away from the office for long period calls will be taken on your behalf and sent to you via email or text message according to your preference.



Office Information

Broadband

Business Box operates its Broadband with 500MG Lease line which enables us provides a professional IT service to all users.

Broadband can be connected to a number of ports in each office, and WiFi is available throughout the communal areas of the building.

The cost per office starts at £25 + VAT per month and is a requirement of the tenancy.

Office Wifi

If you require a dedicated wifi set up in your office this can be set-up with an access point at a one off price starting from £75.00+VAT (labour+parts)

Static I.P. address.

If you require a static I.P. please enquire with reception for availability—POA



Office Information

IT Support

We have a dedicated in-house IT support team Kinetic IT, who can assist you with any technical issues you may have.

As a tenant you are able to sign up for a **monthly IT support package** which includes:

- Onsite diagnostic of issues relating to hardware issues including PC's, laptops and printers.
- Source and supply of necessary parts for IT equipment (cost of parts excluded and quoted for separately)
- Resolution of issues with general software issues e.g. Windows, Microsoft Office, Adobe (Not Bespoke accounting/CRM software except on best endeavours)
- Advice and guidance on IT requirements to support growth of business

The charges for use of this service are as follows per Unit billable through Business Box invoicing :

Small Unit (Under 3 people) - £50 + VAT per month

Medium Unit (3-5 people) - £75 + VAT per month

Large Unit (5-10 people) - £100 + VAT per month

Larger than the above price available on request.

Support is also available on an ad-hoc basis and must be requested through the reception team.

The cost for ad-hoc support starts from £55 + VAT per hour.



Meeting Rooms

Why not conduct your best work in an environment built to enhance your productivity. Our Meeting Rooms and workspaces are available with catering and refreshments at preferential rates and can be hired by the 1/2 hour or a full day.

Whether you are conducting face-to-face interviews, training or giving a new business presentation, Business Box meeting rooms offer flexible, cost-effective solutions for every kind of business from start-ups to established businesses

Professional meeting rooms with the latest equipment

- ideal for meetings and training events
- Professional image to welcome clients and guests
 - Fast internet access with free Wi-Fi
 - Staffed reception to greet your guests
- Refreshments and catering available on request at additional cost)
- Audio visual equipment, flipcharts, pens and pads as standard
- Copying services available at additional cost from Reception

Our meeting rooms can be configured to suit your requirements, including boardroom, theatre, and classroom styles

Price Lists are available at reception.

Catering

Business Box can provide your catering needs, offering a wide selection of sandwiches and finger food which can be ordered for your meeting. please book at reception at least 1 week before your meeting, to enable us time to arrange this for you.



Accountability

The Business Box team strive, at all times, to act according to the highest professional standards

The Business Box team are accountable to the Centre Manager for both the quantity and quality of work carried out under the terms of this document.

In a very real sense, the Business Box team, hold themselves accountable for the quantity and quality of the service provided on behalf of your business on a daily basis.

Qualitative evaluation

Each tenant is asked to complete a qualitative evaluation once a year of the services received under the Tenants Agreement, this is scrutinised by the Centre Manager for service improvement and internal performance management purposes and an annual report will be issued to the B-Inspired trade board.

Complaints procedure

Complaints of any nature are to be addressed in writing/email to the Centre Manager.

Emma.shabtay-white@b-inspired.org.uk



Tenancy Charter

Tenants can expect:

- Professional and expert information, advice and assistance in the areas listed
- Services listed to be delivered to a high professional standard
- Prompt and courteous response to all requests for assistance
- Act with discretion and confidentiality
- Act with integrity
- Direct all surplus monies to the support and development of wider local community services.
- Prompt and courteous response to any complaints about the level of service provided in accordance with Business Box procedures.
- A safe and welcome place to conduct Business.

Tenants are requested to:

- Keep Business Box informed of their current situation and any changes that may affect the smooth running of the site and its services
- Give adequate notice and be available for meetings and Unit visits
- Give adequate notice when requesting meetings rooms
- Pay invoices promptly within specified times
- Provide qualitative feedback on the usefulness of the services received and constructive suggestions for improvement
- Adhere to Health and Safety requirements of the Business Box and any other legal requirements.



Directions to Business Box and parking

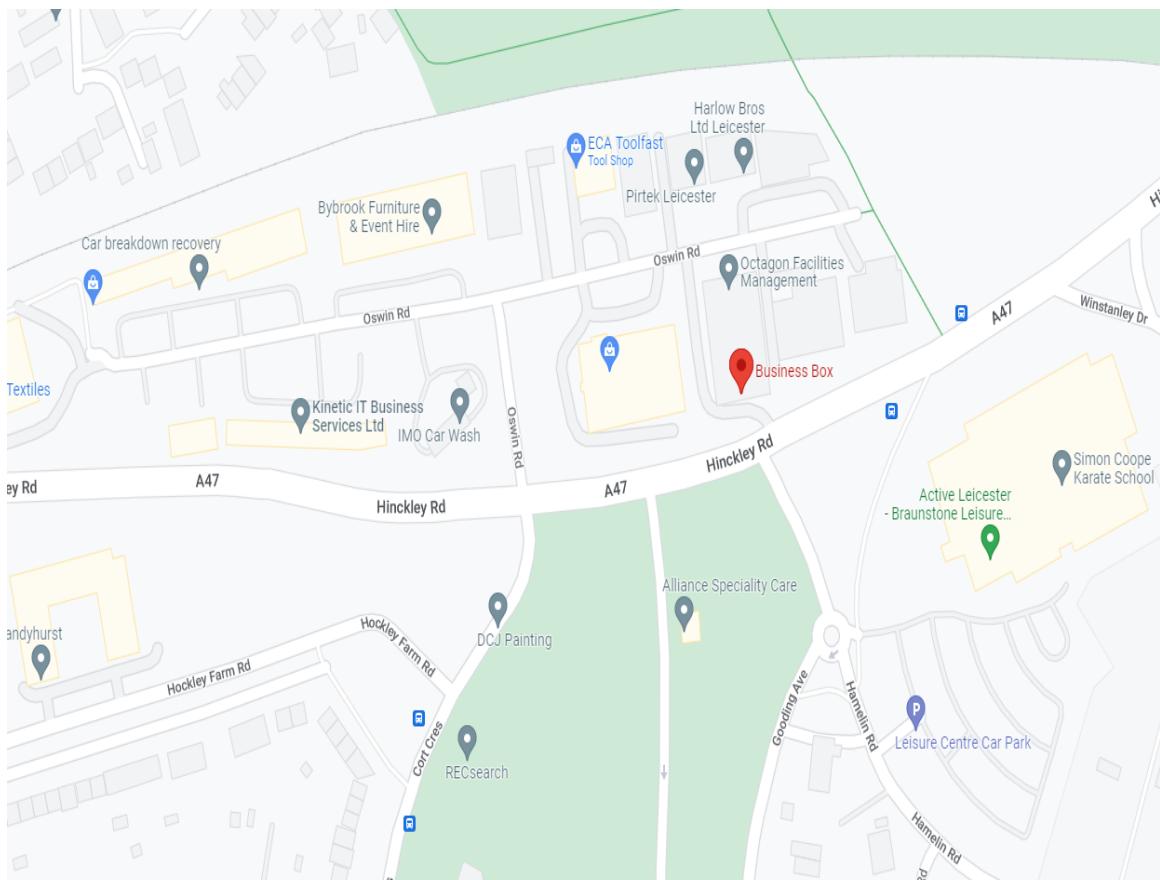
Business Box

3 Oswin Road

LE3 1HR

Business Box is located on Oswin Road, opposite Braunstone Leisure Centre, off Hinckley Road. Turn from Hinckley Road onto Oswin Road, take first right, follow road down and you will find Business Box on the right hand side.

We have limited parking which is available on a first come, first served basis.





The Business Box Team

Operations Team

Linda Grubb– Head of Operations
Emma Shabtay-White- Centre Manager
Gill McLavin– Finance Officer
Lisa Sarson– Finance Officer

Reception Team

Amanda Webster – Receptionist (Day)
Rebecca Macdonald - Receptionist (Day)
Emma Hobson - Receptionist (Day)
Kerry Dalby - Receptionist (Day)
Eilidh Kerr– Receptionist (Eve)
Mukobo Simmule - Receptionist Eve and Wkds)
Isabel Barrie—Receptionist (Eve and Wkds)



be enterprising, be inside the box!

Business Box 3 Oswin Road, Brailsford Industrial Estate, Braunstone, Leicester, LE3 1HR,

Tel: 0116 2795000 Fax: 0116 2795001

Email: info@businessbox.org.uk

Web: www.businessbox.org.uk

