



Welcome Pack 2016/2017



1. Introduction

Welcome to the Studio

We're glad you've chosen to be a member of the Studio Team! This Welcome Pack is meant to guide you through the initiation process and make your stay in the Studio as pleasant as possible. In this Welcome Pack, you'll find everything you need to know about the Studio, as well as whom you should contact if you have questions or need support.

Please read through the materials enclosed in this pack and fill out and sign all necessary forms. Once you're done, please give the forms to Student Enterprise, 4th Floor reception, Senate House, University of Surrey.

About the Studio

The Studio is a unique student retail space that launched in 2012. It's located at the heart of campus. The Studio allows students to try their business ideas within a safe environment, for a low cost, and with support from the Student Enterprise Team and mentors. The Enterprise Team can also help students apply for funding and start their own business.

If you're interested in becoming a member of the Studio, you don't have to be taking a business related course or have any previous experience. You just have to have a retail idea, the passion and the commitment to make it happen.

Since the Studio's debut, more than 20 student enterprises have set up and traded in the space. Businesses have included everything from a barber shop, a bicycle repair shop and a costume shop, to students selling accessories for dorm rooms, handmade jewellery, and custom-designed memory sticks.

2. Terms and Conditions

1. Tenant businesses are required to trade during the working hours of 10am – 2pm, Monday to Friday, unless by agreement with the Studio manager.
2. Tenant businesses are required to abide by all relevant trading rules and regulations. Details of these rules are available from local authority Trading Standards departments and advice is available to tenants on request.
3. Student Enterprise reserves the right as operators of Studio to open the space for extended hours and change the working hours without prior notification or approval from tenant businesses. All reasonable efforts will be made to avoid any disruptions to trading with tenants.
4. All fixtures and fittings remain the property of the University of Surrey and cannot be modified in any way without prior notice and written approval from Student Enterprise as operators of Studio.
5. Tenants may advertise on one sheet of A3 in the front window to the right. Here you must include your opening hours and contact details.
6. Student Enterprise as operators of Studio reserve the right to refuse entry to any person or persons if they believe that a trading proposal compromises either the letter or spirit of the venture. Any decision to refuse entry is final.
7. Tenant business activities are covered under the university's liability insurance, but tenant's property, stock and cash is not covered for theft, loss or damage and remains the responsibility of the tenant.
8. Any items left within the space are done so at the owners' risk and neither Studio nor Student Enterprise nor the University of Surrey accept any liability for these.
9. Tenant businesses are required to be sole trader entities.
10. Tenant businesses are responsible for any mess or damage that is caused by them.
11. Tenant businesses are expected to maintain cleaning standards for their area of Studio.

12. Electrical equipment must be tested and risk assessments for the equipment are to be completed by tenant businesses prior to the commencement of trading. Advice on how to undertake these tests is available on request.
13. Tenant businesses are obliged to source their own float and hold responsibility over any monies they process.
14. Tenant businesses are expected to actively participate and engage with the Studio to the best of their ability as judged by the Student Enterprise as operators of Studio on behalf of the University of Surrey.
15. Student Enterprise as operators of Studio reserve the right to request tenants to cease trading within the space without prior notice or justification.
16. Visa Requirements
 - a. Students must provide evidence to show that they have the right to work and be self-employed in the UK
 - b. If you are a UK, EU, EEA or Swiss national please provide your passport as evidence
 - c. If you are of any other nationality, please provide a copy of your passport and visa
17. Please be aware that students holding Tier 4 General Student visas are not permitted to be self-employed and therefore cannot take out a Studio Tenant Agreement.
18. Students who wish to carry on trading from Studio upon graduation must hold a public liabilities insurance certificate and sign a new contract that will be reviewed yearly.
19. Tenants must produce a report each semester that includes units sold (or number of services rendered) and profit/expenditure. These reports are strictly confidential and only used anonymously for statistics and reports about studio.

3. Rules in the Studio

1. Have mutual respect for other tenants
2. Be extra careful with other tenants' property
3. Ensure you are in the studio on your appointed day
4. Do not leave miscellaneous items laying around (ex. Boxes/papers)
5. Leave your area neat and tidy
6. Keep to your assigned area
7. Do not leave food and drink in the studio
8. Ask for pre-approval before using the studio for other student activities (ex. Student societies meetings)
9. Do not use the studio for personal matters
10. Make sure you pay your rent on time
11. Breaking any of these rules may result in penalties or your removal from the studio

4. Health & Safety Booklet

- **Section 1** Your Health & Safety and that of your staff & others affected by your business
- **Section 2** The workplace: Studio
- **Section 3** Health & Safety of your business product
- **Section 4** Insurance

The following checklist has been designed to support your business idea and to help you manage the Health & Safety aspect of your business venture. In order to use the Studio, you are asked to follow the guidelines identified below. These responses will necessarily form part of the overall risk assessment of your enterprise.

Section 1: Your Health & Safety and that of your staff and others affected by your business

- You should be aware that Health & Safety legislation applies to all businesses, however small. Businesses that employ more than 5 persons need to have a written Health & Safety Policy in place.
- One of the key requirements is that you carefully examine what, in your enterprise, could cause harm to people, so that you can determine whether you have taken enough precautions or should do more to prevent harm. This is a risk assessment.
- Significant findings of your risk assessments should be documented and shared with your staff.
- Your work area needs to provide suitable welfare for staff with access to toilets, drinking water, hand washing, etc. These are available via the main library building.
- Plans need to be in place for foreseeable emergency situations e.g. fire / evacuation of the area, also the provision of the first aid in response to an injury or medical emergency. The University operates an emergency response number (01483 68 3333). Security provide a 24/7 response to this number and act as first responders to any incident on campus including fire alarms and emergency evacuations. University security officers are first aid trained and carry basic first aid equipment.

- You are required to provide basic information, instructions and training for staff/volunteers on Health & Safety matters. This should include information on your emergency procedures for the work area.
- If your enterprise uses specialist equipment or processes, then you will need to provide the instructions / training to enable the work to be carried out safely.

Section 2: The workplace: Studio.

- Studio needs to be kept clean and tidy.
- The safe storage of hazardous or flammable substances needs special consideration. Advice is available from University Safety Office (tel: 01483 68 6608)
- Any work equipment you use must be suitable for the purpose and safe to use. Portable electrical equipment needs to be inspected or tested in accordance with the University PAT (Portable Appliance Testing) procedures. Further advice is available from University Safety office (tel: 01483 68 6608)
- The routine inspection and testing of electrical circuit is undertaken by E&FM (Estates and Facilities Management) on behalf of University.
- Occupants of the Studio need to understand the fire precautions in the area of emergency evacuation procedures – extinguishers / detectors / alarms provided in the area are routinely tested by University.
- If you are doing anything that could initiate a fire, this needs careful consideration. Advice and support of fire safety can be accessed via University Safety Office.
- Consideration needs to be given to the Health and Safety of remote workers, e.g. those working from home and/or those driving for business purposes.
- Studio will provide basic furniture and office equipment (tables, chairs, fridge, Apple computer). Any additional furniture or equipment that you bring must meet safety standards and be suitable for its intended purposes.
- The responsibility for maintaining a safe workplace, e.g. the avoidance of slips and trip hazards that you bring, must meet safety standards and be suitable for its

intended purpose. Maintaining a safe workplace and the general standard of housekeeping within the area, rests with the occupants of Studio.

- The disposal of hazardous substances requires additional control to be put in place. Further advice should be sought from University Safety Office.

Section 3: Health & Safety of your business product.

- Those who design and manufacture goods have a responsibility for the safety of their products.
- Food safety legislation governs all aspects of the storage, handling, production and the sale of food & beverages. Specific licencing requirements apply to the sale of alcohol and/or tobacco products.
- Businesses are not able to sell food or drink in the Studio.
- Regulations apply to the transportation of dangerous goods – further advice can be obtained from University Dangerous Goods Safety Advisors (DGCSA) (01483 68 3178).
- Further Health & Safety related information is available from the HSE website www.hse.gov.uk with particular reference to INDG 259. 'An introduction to small health and safety business and Five Steps to Risk Assessment.'

Section 4: Insurance.

- All sole traders operating in Studio will be covered under the University's Public Liability Insurance Policy, subject to the University's Terms and Conditions. However, as part of your business plan or proposal, you must incorporate the insurance liability considerations below:
- Does your product or service meet all the statutory safety standards?
- Your product or service should not infringe the copyright, intellectual property rights or other ownership rights of another party.
- Your product or service should not libel, defame or unreasonably offend another party.
- You must operate as a sole trade whilst in Studio.

You Responses / Comments

As part of the Health & Safety Assessment, please write in the lines provided what equipment your business will require and how exactly you plan to use it. If you are doing anything that could initiate a fire, this needs careful consideration. Also, portable electrical equipment needs to be safely stored.

5. Studio Penalties

If you break any of the Studio Rules, you may be subject to penalties. These are as follows:

- 1. Initial Warning**
- 2. First Offense (or complaint)**
One week's rent (£5 or 5% of total weekly sales)
- 3. Second Offense (or complaint)**
Two week's rent (£10 or 5% x 2 of total weekly sales)
- 4. Third Offense (or complaint)**
Removal from STUDIO (upon discussion)

6. Studio Rent

Every tenant should commit to pay **5% or £5 per week** turnover based commission on his/her sales last Friday of every month starting from 3rd week of tenant's stay in the Studio. Rent can be given Studio tenant coordinator or left in the Studio mailbox.

Any tenant who wishes to trade during the holidays (e.g. when students are away) will receive a 50% discount of regular rent.

Not paying rent or being late to pay rent is breaking one of the Studio rules. Tenants who fail to pay rent on time may be subject to penalties.

Rent will be used to cover the costs of promotional events organized in the studio. This benefits all the businesses in the Studio.

7. Tenant Sales Sheet

Every tenant should keep track on their sales. Tenant Sales Sheet should be available to the student enterprise team together with the rent. A simple (excel) spreadsheet can be created to illustrate the number of items sold and money earned.

7.1 Card Payments

Students cannot take card payments over the university network, either through a wired or wireless connection. This is due to compliance issues. They may use mobile devices for card payments if necessary. For any extra information please email studio@surrey.ac.uk

8. Opening Hours and Holidays

Each tenant has their own opening hours which they can display in the window.

The Studio is not open during major holidays that the University celebrates – University closure days:

- 28 - 30 December 2016
- 13 - 19 April 2017

The Studio is not open during public holidays:

- 25 December 2016 – Christmas Day
- 26 December 2016 – Boxing Day
- 28 December 2016 – Bank Holiday
- 1 January 2017 – New Year's Day
- 14 April 2017 – Good Friday
- 17 April 2017 – Easter Monday
- 1 May 2017 – Early May Bank Holiday
- 29 May 2017 – Spring Bank Holiday
- 28 August 2017 – Summer Bank Holiday

9. Studio Contacts

David Powell
Student Enterprise – Student Coordinator
Studio manager
Email: david.powell@surrey.ac.uk
Office phone: 01483 683495

Student Enterprise – Student Assistant
Studio – student manager
Email:

Student Enterprise – Student Assistant
Studio – student manager
Email:

Emergency contact

Mrs Tracy Hampton
Projects Coordinator
Email: t.hampton@surrey.ac.uk
Office Phone: 01483 68 3489
Room no: 05 SE 04

If you have an emergency and cannot reach any of the contacts above, please call the University emergency number a 01 483 68 3333. The Security Department provides a 24/7 response to this number and acts as a first responder to any incident on campus including fire alarms and emergency evacuations.

Studio Contact Information

Studio (Surrey Enterprise)
Floor 4
Senate House
University of Surrey
Guildford
GU2 7XH

E-mail: studio@surrey.ac.uk
Facebook: Student Enterprise at Surrey
Twitter: @UoSStudentEnt

10. Moving in/Monitoring your stay in the Studio

Business Plan Questions

Before moving into the Studio or after 2 months period, each tenant is obliged to provide answers to the questions below and discuss further progress. Tenant should submit these answers to studio@surrey.ac.uk. In case you have not answered the questions, please do.

- What is your business idea? What are your objectives?
- Who runs the business?
- How long have you been running this business?
- Why should you go into the Studio?
- When do you want to/can you start?
- What is your time availability? On which days can you be in the Studio during the week?
- How long do you want to stay in the Studio?
- Your contact/mobile/email/availability during the week

Funding possibilities

Student Enterprise facilitates several opportunities for you to access funding:

- **Business Enterprise Student Support Scheme (BESSS)**. BESSS scheme is open to most students currently at the University of Surrey. Can provide up to £5000 funding to progress an initiative to start or develop an entrepreneurial activity.
- **Kick starter Fund**. The fund is open to most students currently at the University of Surrey. It is aimed at pre-start up and early start up student businesses, and can provide you with seed funding of up to £500.
- **Funding possibilities for organizing an event in the Studio**. The fund is aimed to encourage tenants to organize afternoon/evening events in the studio which will raise the awareness of the place and tenant businesses inside. The fund can provide you with seed funding of up to £100 (catering, promotional material). Fund can't be used for buying your own stock.

To apply or request further information please contact enterpriseevents@surrey.ac.uk. You will be sent a business plan template to complete and return. Successful applicants will be invited to pitch their idea to a panel consisting of donors and University of Surrey Enterprise staff

Tenant Agreement

After reading and completing the Studio Welcome Pack, please go through the checklist to ensure that you have read, understood and signed all necessary paperwork. Failure to adhere to any of the aforementioned terms contained within this document or documents relating to it can and will result in tenant removal from Studio without prior notice.

- Terms & Conditions
- Health & Safety Booklet
- Rules
- Penalties
- Rent
- Sales Sheet
- You introduced yourself to the other tenants
- You have the right to work and be self-employed in the UK (Please be aware that students holding Tier 4 General Student visas are not permitted to be self-employed)
- Fire Alarm Procedure

I certify: that I have read and understood all terms and conditions contained within this document and the other documents relating to Studio. I agree to uphold the Terms and Conditions to the best of my ability throughout my time as a tenant in Studio. I accept that failure to adhere to the Terms and Conditions can and will result in my removal from Studio without prior notification.

Name: _____

Name of the business: _____

Contact Details (email and mobile number): _____

Working day in the Studio (10-2pm): Mon/Tue/Wed/Thu/Fri

Signature: _____

Date _____