

# MASTER HANDBOOK

WATERMAN





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## SECTION 1:

# CENTRE RULES

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## WELCOME

We are proud to be welcoming you into your new workspace at Australia's most exciting business centres!

We are truly committed to being remarkable in three key areas: In the centres we build, the communities we create and the support we provide. Why? Because we are so convinced that by achieving these objectives we will create environments that will profoundly assist small business owners and positively affect the communities we live in.

This handbook will provide you general information on Waterman Business Centres and your main points of contact.

## REACHING OUT TO US

<b>Waterman General Line</b>	(03) 8782 3777
<b>Front Desk Extension Numbers</b>	<b>Chadstone:</b> 8111 or 8112 <b>Caribbean:</b> 9000 or 9099 <b>Narre Warren:</b> 3777 or 3778
<b>Email</b>	service@waterman.com.au
<b>Centre Address</b>	<b>Chadstone:</b> Level 2, UL40 / 1341 Dandenong Road, Chadstone, VIC 3148 <b>Caribbean:</b> 44 Lakeview Drive, Scoresby, VIC 3179 <b>Narre Warren:</b> Level 2, 66 Victor Crescent, Narre Warren, VIC 3805
<b>Reception Hours</b>	9:00am - 5:00pm, Monday - Friday

## MEET THE TEAM

There may be times during your tenancy that you require the assistance of one of our team members. The following list will details the staff who will be the best point of contact for each of your needs.

### SERVICE TEAM

This team prides themselves on creating the best first impressions from our front desk. They're here to help with your day to day inquiries so be sure to say "hi" next time you walk past!

This lovely team will be here to help with any service related queries. To contact the team, please email [service@waterman.com.au](mailto:service@waterman.com.au) or speak to someone at the front desk.

### COMMUNITY MANAGER

Your Community Manager is there to create opportunities for you to connect and build your network of friends and clients within the Waterman community. They are there to help you with events, networking opportunities and general collaboration.

Community managers are super passionate and dedicated to seeing people connect and grow together!

To contact your community team, please email [community@waterman.com.au](mailto:community@waterman.com.au)

## LEASING & MEMBERSHIP TEAM

This awesome group is responsible for bringing hundreds of new businesses into the fabulous Waterman Centres!

The team is primarily focused on growing the community by adding the right businesses in to the mix of closed office space, open office and dedicated desks and co-working memberships. They are the best point of contact for renewals, upgrades or new business referrals in this space.

This talented team are always canvassing for quality businesses and networking groups that would complement those already located in our centres. All recommendations are welcome. Feel free to chat with us about the above, referral incentives or the best spots for lunch around the centre!

To contact the team, please email [sales@waterman.com.au](mailto:sales@waterman.com.au)

## CENTRE DETAILS

### SECURITY PASSES & ACCESS

As a member, you receive 24/7 access to this and every other Waterman Centre. 24/7 access is only available with compatible memberships. For security purposes, each pass is assigned to one individual. If you lose your pass please notify the service team within 48 hours. The public will have access to the reception and waiting areas of the centre from 9am – 5pm. Outside of these hours, access to the centre will be limited to members who hold a 24/7 access pass. Additional or replacement access passes can be purchased by chatting to one of our friendly service team members.

**Please note:** After hours access to our Narre Warren centres requires an additional pass.

### CLEANING - COMMON AREA & OFFICES

Shared areas are cleaned daily and individual suites will be vacuumed and have bins emptied once a week.

Fridges are cleaned and emptied over every weekend. If you wish to leave food in the fridge over a weekend, please speak to the service team and they will provide you with a sticker to place on your container.

**Please note:** Privacy is very important to us, we instruct our cleaners not to touch anything on the desks. If you would prefer your suite be taken off the cleaning schedule, please advise the service team.

### PARKING

Waterman offers a range of parking options including: secure, public and pay-per-hour parking depending on the site and your membership inclusions.

For more information on your primary centre's parking arrangements, please contact your service team.

### GUESTS & COURIERS

Please let all guest and couriers know that they are to report to reception upon arrival. Our Service team will greet your guests. You can also opt into our secretarial services and we will call you directly to inform you of a guest's arrival. Please ensure that all guests spending the day on-site are signed in at the front desk and accompanied by you for the duration of their stay.

The service team will also sort mail daily and distribute it to your designated mailbox, provided you have one added or assigned to your membership.

## KITCHEN & BUSINESS LOUNGE USE

Kitchen utensils must be washed, dried and put away after each use. After doing your dishes, please be sure to wipe up any excess water around the sink. Tea towels are kept in the cupboard below the kitchen sink. Please do not put any food down the sink. Please ensure your food is covered when using the microwave. Waterman Business Centres supply cutlery and crockery, water jugs, microwave and filtered hot/cold water as well as tea, coffee, sugar and milk.

**Please note:** Fridge space is limited.

## BOOKING SYSTEM

All meeting rooms and work stations are booked via our online booking system, Waterman Central. If you are yet to receive your Waterman Central user credentials, please email: [service@waterman.com.au](mailto:service@waterman.com.au) and the service team will organize one for you.

Please ensure that when you leave a meeting room, it is in the same condition as when you entered. All meeting rooms which are fitted with screens support HDMI input. Please note: Any additional items such as adapters, HDMI cables, whiteboard markers, etc are not supplied with bookings.

The use of the common area is strictly for business purposes only. Running or yelling throughout the Centre is not permitted. No profanity is to be used in any of the communal areas.

Bookings can be cancelled at any time. Cancellations are refunded in the form of credits if the booking is cancelled before the notice period detailed below. A five minute cancellation window applies to all bookings when first booked which allows the user to cancel the booking and receive a refund of credits. The cancellation window applies to all bookings regardless of the notice period.

Refunds are refunded as credits. Transactions for the purchase of additional credits are not refundable.

Credits purchased in addition to your monthly included credits do not expire. Your monthly credits expire at the end of each month.

Any booking made for a future month must be cancelled in the month you made the booking to be eligible for a refund; on the condition it is cancelled before the notice period.

### Notice Periods

Economy Rooms: 24 hours

Standard Rooms: 24 hours

## TOILET & SHOWER FACILITIES

Each location is equipped with shower and toilet facilities.

## CHILD POLICY

Children are welcome in the business centre, however may only enter when accompanied by a parent or guardian. They must be supervised for the entire duration of their visit.

Any person, company, supplier, vendor, trade partner, commercial agent or subcontractor that wishes to conduct business with or within the Waterman Business Centres is required to adhere to the values and non-negotiable Waterman standard of ethical business conduct outlined in this section.

Waterman Businesses Centres is built on the following values: Love, Integrity, Generosity, Teamwork, Excellence and Fun. We hold these values as essential and integral to the way Waterman operates and in selecting those with whom Waterman Business Centres chooses to service or engage with in business.

The following standards and expectations also form the standard of conduct expected by Waterman Business Centres at all times:

## RESPECT

### **Towards staff and tenants:**

- Treat all Waterman staff, your own staff and the staff of other businesses sharing the building with mutual respect. Abuse of any kind towards staff or other tenants will not be tolerated in any way shape or form
- Bullying and intimidation of any kind towards staff or members will not be tolerated.
- Show common courtesy and be considerate and mindful of all persons and businesses sharing the Waterman Businesses Centres.

### **Towards guests:**

- Treat all guests that visit the Waterman Business Centres for any reason with mutual respect and common courtesy.

### **Towards the facilities:**

- Treat the facilities with the same care as you would if you were a guest in another person's home, acknowledging that the Waterman Businesses Centres are the shared home of many businesses. As such there is a responsibility on each individual to maintain it to the highest standard.

## INCLUSIVENESS

### **No discrimination:**

- There is a zero-tolerance policy on discrimination of any kind at Waterman Business centres. We believe in equal opportunities for all and "fairness in every business deal".

## HEALTH & SAFETY

### **Do not harm:**

- Act in a way that will not cause generally perceived harm of any kind to yourself or others.
- Violence of any kind is prohibited.

## ABUSE & HARASSMENT

### **Physical abuse will not be tolerated.**

### **Sexual harassment will not be tolerated.**

### **Profanity and abusive language:**

- Appropriate and professional language is to be used within the Waterman Business Centres at all times. Profanity is not acceptable.
- Derogatory, demeaning or abusive language of any kind will not be tolerated.

## REPUTATION

### **Brand and reputation of Waterman Business Centres:**

- Any person or business associated with Waterman Business Centres must recognise that their actions reflect on the Waterman brand, and as such are expected to display a common level of discretion and care in upholding the standard represented by the Waterman brand.

### **Confidential information:**

- The sharing of confidential information, business or otherwise related, that has the capacity to cause harm or detriment to any business or person associated with the Waterman Business Centres is prohibited.



## FAIRNESS IN EVERY DEAL

### **Equal Opportunity:**

- Any person or businesses associated with Waterman Business Centres is expected to act with integrity and exhibit fairness in every business deal.

### **Competition:**

- Business associated with Waterman are required to abide by the principles of equal opportunity to pursue business and fair competition standards under national and state ethics and laws.

## LEGAL COMPLIANCE

### **Illegal activities:**

- Any and all activities deemed illegal by the state of Victoria and the Nation of Australia are strictly prohibited within the Waterman Business centres and will be reported to legal authorities.

**Smoking is strictly prohibited within all Waterman Business Centres.**

### **Alcohol within the centre:**

- The storage and Responsible service of alcohol for events within the Waterman Business Centres is permitted in compliance under the Liquor Act, 2010.
- Illicit substances are strictly prohibited within any Waterman site.

### **Centre use:**

- The Waterman Business Centres are to be used only for the business purposes for which they are legally commissioned.
- Failure to comply with or exhibit the values and standards outlines in this code of conduct may result in the termination of your agreement with Waterman Business Centres.



## 1. BE FRIENDLY

- Although it seems like an obvious one, something as simple as saying “good morning” seldom goes unappreciated! Making an effort to get to know others will go a long way to getting the most out of your space and enjoying where you work. You never know — your next friend (or client) could be sitting in the chair right next to you!

## 2. RESPECT OTHERS TIME & NEED TO WORK

- Rather than having a lengthy conversation at your desk where everyone else can hear, be considerate of others' in the coworking space. Book a meeting room, use the business lounges or go out for coffee if you think you will speak together for a long time.
- If you see someone with headphones on, try to send them an email or leave them a note instead of breaking their workflow in that moment.

## 3. BE AWARE OF SMELLS

- You may love your exotic lunch, but not everyone might share your refined taste. So, be sure to eat any hot/strong smelling food in the lunch room rather than at your desk.
- Make sure to maintain proper hygiene and go light on the perfume/cologne.

## 4. MINIMISE NOISES & DISTRACTIONS

- Ordinarily small things like the regular ‘ding’ of receiving an email on your phone can become a major disturbance when you’re sharing the space with a large group of people. Please make sure your phone is on silent and you’re listening to all audio through headphones.

## 5. BE TIDY

- A messy work space can often be a distraction to others around you. Your space can be perceived as a reflection of yourself and the office as a whole – so stay neat and tidy!
- If you use anything that’s shared i.e. cups or plates, be sure to wash and put away what you use so it remains available for others to use when they need it too.

## 6. RESPECT THE SPACE & PRIVACY OF OTHERS

- Imagine there is an invisible wall between you and the person next to you. Just because another desk is in reach does not make it common domain. Even though you really need a pen and there’s one sitting “right there” on your neighbour’s desk – always ask before borrowing something.
- If you overhear a conversation, please keep its contents to yourself and wait to be invited into it before proving your input.

## 7. DON'T COME TO WORK SICK

- Be mindful that if you come to work feeling unwell others can catch whatever you have, causing a chain reaction in the office that could stop others from making crucial progress in their business. Choose to work from home till you feel better instead.

## 8. BE TOLERANT & ADAPT

- There are people from all sorts of personal and professional backgrounds in the office, so be considerate of the needs of others and treat others as you wish to be treated.

## 9. DON'T USE PROFANITY

- Be conscious of the environment you are in and make sure to use professional, non-offensive language at all times.

## 10. DON'T LEAVE PROMOTIONAL MATERIAL IN THE CO WORKING SPACE

- Take advantage of the space to build your network and develop personal and professional relationships rather than using it to superficially draw attention to your product by leaving brochures around the space.

If you follow these tips, then in the words of Humphrey Bogart we'll say: “I think this is the beginning of a beautiful friendship...”.

Welcome to Waterman!

## 1. WORKSTATIONS

- 1.1 Workstations are to be used for professional business purposes only.
- 1.2 Workstations are to be kept in a tidy manner when being used.
- 1.3 No personal items are to be left behind in any workstation area if you leave the area.
- 1.4 Although light snacks and drinks are permitted to be consumed in all areas of our centres, all main meals are to be consumed in appropriate eating areas.

## 2. CLEANLINESS

- 2.1 Common areas are cleaned daily.
- 2.2 If you spill a substance that stains any part of Waterman property, you must advise a member of Waterman staff immediately so Waterman can organise for this to be cleaned in a prompt and proper manner.
- 2.3 Members must not use or store any flammable chemical, liquid or gas or any other flammable material in the centre.
- 2.4 All bulky rubbish items are to be put into the appropriate rubbish area. No boxes, rubbish or any other items are to be stored in the common areas.

## 3. SECURITY

- 3.1 One access pass is supplied per membership.
- 3.2 Members have access to the centre 24/7 using their access pass.
- 3.3 If you lose your access pass, you must advise your Service Manager immediately.
- 3.4 If you lose your access pass, a new one will be supplied at an additional cost.
- 3.5 Tenants are responsible for their own property when using Waterman Business Centres.
- 3.6 Tenants must not enter any restricted areas such as comms rooms, management offices, behind reception or any other restricted areas without company from a Waterman staff member.
- 3.7 Members must not restrict or breach any emergency exit doorways or stairwells at any time.

## 4. NOISE

- 4.1 All members be mindful of the noise level you are using in shared spaces. Strictly no shouting or using profanity. Members are required to abide by the co-working etiquette and rules provided by the Waterman Business Centres.
- 4.2 If someone is disturbing you with excessive loud noise, please advise your service manager.
- 4.3 While every effort will be made by Waterman to advise members of loud works near your area of work, there may be times where maintenance works will require noise for a period of time near your workstation.

## 5. DAMAGES

- 5.1 Any repairs to damage made to Waterman property by the member will be at the member's expense (Refer to clause 6 in license agreement). If you notice any damage, please advise the Waterman staff immediately.
- 5.2 Members are responsible for their guests / visitors while on any Waterman property. Any damages caused by a member's guest will be charged to the member. Waterman understands that accidents do happen, so please don't hesitate to report any damages made by guests.
- 5.3 All damage repairs must go through a contractor organised by Waterman. The member is not to authorise any repair works on any Waterman Business Centre.

## 6. FURNITURE

- 6.1 All workstation areas come completely furnished. Please use furniture in the appropriate manner and advise your Service Manager of any furniture that is damaged.
- 6.2 Some work spaces will have power and some will not. This is to encourage movement around the centre.

### 7. FAIR USE POLICY

- 7.1 Although every effort is made to accommodate your stay at another centre, a workspace is not guaranteed unless you book ahead.
- 7.2 A workstation membership is for one person. You cannot use your credits to book for another person.

### 8. MEETING ROOMS

- 8.1 Meeting room packages can be purchased as per the Additional Services document.
- 8.2 If you would like a room booked purely for yourself, you must book online using the online booking system and pay as you go or use your meeting room hours from your package.

### 9. PARKING

- 9.1 Waterman offers a range of parking options including: secure, public and pay-per-hour parking depending on the site and your membership inclusions. For more information on your centre's parking arrangements, please contact your service team.
- 9.2 You must not use your access pass to let clients into the shared carpark.

### 10. MAIL

- 10.1 A mail box can be supplied for \$45 +GST per month.
- 10.2 Mail will be delivered to your mail box when it arrives.
- 10.3 If you lose your key, you must advise your service manager so your lock can be changed and you will be supplied with a new key at an additional cost.

## 1. MEETING ROOMS

- 1.1 Meeting rooms are to be used for professional business purposes only.
- 1.2 Meeting rooms are to be kept in a tidy manner always.
- 1.3 Nothing is to be affixed to the glass or any walls of a meeting room without written consent from Waterman Business Centres.
- 1.4 No changes are to be made to the physical structure of the meeting rooms.

## 2. BOOKINGS

- 2.1 There are five kinds of meeting rooms:  
  
**Economy Rooms:** Rooms with no AV that seat up to 4 people  
  
**Standard Room:** Rooms with AV that can accommodate up to 6 people  
  
**Premium:** Larger rooms such as boardrooms  
  
**Deluxe:** Opulent rooms such as the Waterman suite.  
  
**Event Hire:** Rooms that accommodate 50+ guests. Please speak to your Leasing Specialist for further details and pricing.
- 2.2 The Membership Plus product comes with 40 credits per month to book meeting rooms or workstations. Unused credits do not accrue or roll over to the next month.
- 2.3 All bookings are made using Waterman Central.
- 2.4 **Cancellation Policy:** Bookings can be cancelled at any time. Cancellations are refunded in the form of credits if the booking is cancelled before the designated notice period detailed below notice periods:  
  
**Economy Rooms:** 24 hours  
  
**Standard Rooms:** 24 hours  
  
**Premium Rooms:** 72 hours  
  
**Deluxe Rooms:** 72 hours  
  
**Event Rooms:** 72 hours

- 2.5 Rooms are charged using the following credit system:

**Economy Rooms:** 1 credit = 1 hour of use

**Standard Rooms:** 3 credits = 1 hour of use

**Premium Rooms:** 6 credits = 1 hour of use

**Deluxe Rooms:** 9 credits = 1 hour of use

**Function Rooms:** POA

- 2.6 If someone is in your meeting room at the time of your booking, kindly remind the occupant in the room that you have a booking or contact your Service Team.
- 2.7 For larger meeting rooms and function rooms, please consider booking additional time to set up and pack up the room.

## 3. CLEANLINESS

- 3.1 Meeting Rooms are cleaned daily by contracted cleaners.
- 3.2 If you spill a substance that stains any part of Waterman property, you must advise a member of Waterman staff immediately so Waterman can organize for this to be cleaned in a prompt and proper manner.
- 3.3 Members must not use or store any flammable chemicals, liquids or gases or any other flammable materials inside their meeting room.
- 3.4 All bulky rubbish items are to be put into the appropriate bin areas. No boxes, rubbish or any other items are to be stored in the hallways outside your meeting room or left in the meeting room after your booking.
- 3.5 If a meeting room is not returned to its original configuration at the end of your meeting you will incur a cleaning fee.
- 3.6 Catering is not permitted in meeting rooms unless the room has been booked.

### 4. SECURITY

- 4.1 A Waterman access pass is required to access all meeting rooms. One pass is supplied per membership, additional passes can be purchased for a fee. Please speak to a member of the service team to purchase any additional passes.
- 4.2 If you lose your access pass you must advise your Service Manager immediately.
- 4.3 If you lose your access pass a new one will be supplied at an additional cost.
- 4.4 Members are responsible for their own property when using Waterman Business Centres.
- 4.5 Members must not enter any restricted areas such as comms rooms, management offices, behind reception or any other restricted areas without being accompanied by a Waterman staff member.
- 4.6 Members must not restrict, or breach any emergency exit doorways or stairwells at any time.

### 5. NOISE

- 5.1 All loud noise must be kept to a minimum. This includes talking loudly, shouting, playing music, games, apps or excessively using any noise making device of any kind.
- 5.2 If someone is disturbing your meeting room with excessive loud noise, please advise a member of the Service Team.
- 5.3 While every effort will be made by Waterman to advise members of loud works near your meeting room, there may be times where maintenance works will require noise for a period of time near your meeting room.

### 6. DAMAGES

- 6.1 Any repairs to damage made to Waterman property by the member, will be at the members expense. If you notice any damage please advise Waterman immediately.
- 6.2 Members are responsible for their guests/visitors while on any Waterman property. Any damages caused by a member's guest will be charged to the member. Waterman understands accidents happen so please report any damages to your Service Team.

- 6.3 All damage repairs must go through a contractor organised by Waterman. The member is not to authorise any repair works in Waterman Business Centre meeting rooms.

### 7. FURNITURE

- 7.1 All meeting rooms come completely furnished.
- 7.2 Members are not to re-arrange the furniture in a meeting room.
- 7.3 Some meeting rooms have audio-visual resources and or equipment and some do not. The online booking system (Waterman Central) will advise you of any extra features a meeting room has.

### 8. AV

- 8.1 Consumables such as whiteboard markers, erasers and HDMI leads are not supplied or included in room bookings.
- 8.2 Larger rooms may require set up and AV testing prior to use, please consider booking additional set up time before your meeting begins.
- 8.3 Training on AV systems can be provided by our service and community staff, We recommend training for all large room bookings.
- 8.4 Technical support is not provided during bookings, please take time to test your equipment in advance.



## SECTION 2: ADDITIONAL PRODUCTS

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Features & Benefits	Dedicated Desks	Waterman Membership	Office Suite Tenants
Contract Term	6 Months	No Contract	12 Months
Access to all Waterman Centres	✓	✓	✓
Hot Desking	Unlimited	Unlimited (Business Hours)	Unlimited
After Hours and Weekend Access	✓	Business Boost Required	✓
Waterman Community Events	✓	✓	✓
Storage	✓	N/A	✓
Physical Mailbox & Business Address	✓	N/A	✓
Dedicated Workspace	✓	N/A	✓
Internet Availability	Unlimited (1,000/1,000mbps)	Unlimited (100/100mbps)	Unlimited (1,000/1,000mbps)
Credit Purchase Price	\$10	\$20	\$10



Looking for a little more? Take a look at our business boosts.

Depending on your current plan, you may already have some of these as a standard inclusion, but you're always welcome to add something else to your monthly account!

If you'd like to learn more about any of these products, please feel free to get in contact with one of our friendly leasing specialists.

**On a Waterman Membership? Here are some easy Business Boost packs that may be right for you.**

## UPGRADE YOUR SERVICES



### THE CALLER

**\$25/MONTH**

- ✓ Dedicated Landline Number
- ✓ Call Forwarding to your number of choice



### THE LOCAL

**\$45/MONTH**

- ✓ Business Address
- ✓ Physical Mailbox



### THE VIRTUAL

**\$45/MONTH**

- ✓ Virtual Receptionist Package & Call Answering Service
- ✓ Additional charge of \$1.25/minute (charged per second) for incoming calls

## BUNDLE & SAVE

\*SERVICE BUNDLES ONLY

PICK 2, SAVE

**\$10** /MONTH

PICK 3, SAVE

**\$20** /MONTH

## UPGRADE YOUR SPACE



### THE '9-5'ER

**\$120/MONTH**

- ✓ 10 Waterman credits (Valued at \$200)
- ✓ 50% off all meeting room and workstation bookings
- ✓ Wi-Fi Speed Boost



### THE NIGHT OWL

**\$120/MONTH**

- ✓ After hours and weekend access
- ✓ Wi-Fi Speed Boost
- ✓ Unlimited after hours premium workstation usage
- ✓ Access cheaper after hours meeting rooms rates



### THE PROFESSIONAL

**\$320/MONTH**

- ✓ After hours and weekend access
- ✓ Wi-Fi Speed Boost
- ✓ 30 Waterman credits (Valued at \$600)
- ✓ 50% off all meeting room & workstation bookings
- ✓ Unlimited after hours premium workstation usage
- ✓ Access cheaper after hours meeting rooms rates

\*Terms and conditions apply. Business Boost Packages are subject to a 6 month minimum term. All prices are excluding GST.

### PHOTOCOPYING & PRINTING

## PAYG

Print and make copies at any of our centres using your access pass. Just tap and queue!

A4 black / white \$0.05 per side

A3 black / white \$0.10 per side

A4 colour \$0.35 per side

A3 colour \$0.70 per side

### OFFICE RELOCATION

## \$750

Things change and we're ready to grow with you. Move offices within your centre at any time.

\$750 one off fee plus relevant administration fee as per this document.



### MAILBOX & BUSINESS ADDRESS

## \$45

Enjoy a dedicated personal mailbox and the ability to list your desk or suite at your Waterman centre as your professional, premium business address.

### MEETING ROOMS

Meet in style by booking your favourite meeting room using our credit system.

Economy: 1 credit = 1 hour of use

Standard: 3 credits = 1 hour of use

Premium: 6 credits = 1 hour of use

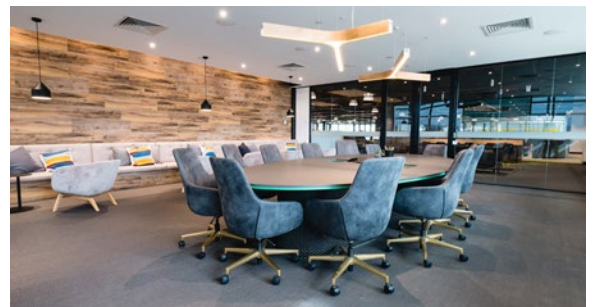
Deluxe: 9 credits = 1 hour of use

Function POA

Cost per credit:

\$20 with a Waterman Membership

\$10 with all other packages

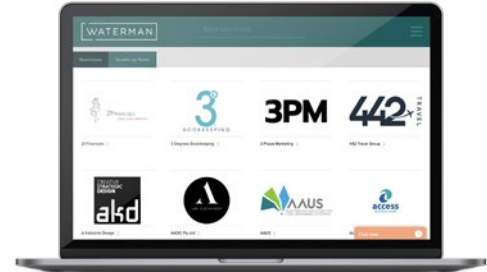




### CAR PARKING

POA

No matter which location you go to, there will be parking available on or near the centre. There's also parking nearby for clients, employees and visitors.



### DIRECTORY LISTING

\$8

Take your business further by exposing it to the masses. Connect with 1000+ businesses in our community by listing yours on the Waterman Central Online Directory.

### AUTO ATTENDANT

\$30

We can add a custom auto attendant, excluding recordings, to any Full National Number (FNN) within the Waterman Network. Includes design consultation with a technical consultant and all programming. A routing diagram will be provided for future reference.

### FNN RENTAL — ADDITIONAL

\$25

One Full National Number, can be attached to an Auto Attendant, handset, soft phone or diverted to another active service number.

### OPEN OFFICE PRIVATE VLAN

\$20

Creation and management of a dedicated Coworker VLAN & Subnet. This product enables multiple coworkers from the same company to share data securely and is required for VPN, Hosting and Speed Boosts.

### FNN RENTAL — ADDITIONAL 100 NUMBER DID

\$60

Single Block of 100 Numbers. Number range can be ported to or from another carrier (although your carrier must support porting). Number range can be configured as per your requirements. Please consult with Technical Operations Team for further information.



RECEPTION SERVICES  
— BRONZE

PAYG

PAYG Reception Service. Members are sent an Email and Text Message when their client arrives. Member are billed per notification (email and text). Reception services are included with Offices and Dedicated Desks.



MOBILE & PC  
SOFTPHONE

\$45

One license for a mobile soft phone and PC soft phone. This product requires an FNN to be attached to make and receive calls. It can accept multiple FNNs and or Auto Attendants. Includes unlimited local, STD and mobile calls (National).

\*One subscription is required per member.

RECEPTION SERVICES  
— SILVER

PAYG

Members are sent an Email and Text Message when their client arrives. Member Notifications are not billed. This product includes unlimited notifications. Reception services are included with Offices and Dedicated Desks.



PROFESSIONAL HANDSET  
AVAYA J179 – WIRELESS

\$65

6 month subscription. Handset and Call Bundle (includes free FNN rental, unlimited Local, STD and Mobile Calls within Australia).

International call rate 50c /min  
Special numbers bill at 25c each

RECEPTION SERVICES  
— GOLD

PAYG

Members are sent an email and text message when their client arrives. After 10 minutes if the member has not responded they will receive a follow up phone call. Member notifications are not billed. This product includes unlimited notifications. Reception services are included with Offices and Dedicated Desks.

## PREMIUM HANDSET AVAYA J169

**\$45**

6 month subscription. Handset and Call Bundle (includes free FNN rental, unlimited Local, STD and Mobile Calls within Australia).

International call rate 50c /min  
Special numbers bill at 25c each

## PUBLIC STATIC IPV4 ADDRESS

**\$30**

One Public IPv4 Static IP address. Multiple configuration options available, please consult with the Technical Operations Department for more information.

## STATIC IP — IPV4 / 29

**\$80**

One Block of Public IPv4 Static IP address. Multiple configuration options available, please consult with the Technical Operations Department for more information.

## VIRTUAL PRIVATE NETWORK (VPN) - SINGLE USER

**\$15**

Need remote access to your network from anywhere in the world? We can set up a VPN to access servers, other PCs, NAS drivers, printers and more without a static IP. With each subscription, you'll receive a username and password. We recommend multiple credentials for multiple users and discounts will apply.



## RACK SPACE

FROM **\$300**

1/3 rack (9RU) located in Chadstone or Caribbean DC. PDU included, UPS included, 2 cross connects included. Conditions apply.

## VIRTUAL RECEPTIONIST

**\$45**

Call answering service. Includes call diversions and customer call script. Requires a Waterman FNN. All call answered receive a follow up email. Monthly and Daily Call reports included.

\$1.25/min

## MONTHLY CALL TRAFFIC REPORT

**\$10**

Track your busy months and the quiet ones then plan your sales and marketing strategy accordingly! We'll send you a monthly PDF email report of call activity for each handset we've provided you.

### CARIBBEAN PARK GROUND FLOOR SIGN WALL

One sign square to be installed at reception at one location. Subscription is paid monthly.

\$200 with a Waterman Membership  
\$100 with all other packages

### NARRE WARREN GROUND FLOOR SIGNAGE

Company name on ground floor of 66 Victor Crescent, next to elevators.

Once off fee for Signage \$225. Office members only.

### NARRE WARREN SIGN WALL

One sign square to be installed at reception at one location. Subscription is paid monthly.

\$80 with a Waterman Membership  
\$40 with all other packages

### CHADSTONE DIGITAL ADVERTISING

One image or video available in 30 second loops. Minimum 12 airs per hour. 24/7 exposure for the duration of your term. Subject to availability – Limited spots available.

\$2,400 with a Waterman Membership  
\$1,200 with all other packages

### STAFF ATTENDANCE REPORTING

**\$10**

Monthly Report automatically sent detailing how long the user was in the building. One subscription per user.

### LEVEL 1 TECH SUPPORT

FOH staff will assist customer with basic tech support including printer and network access.

\$75/ hour billed in 6 minute intervals.

### LEVEL 2 TECH SUPPORT

Waterman Technical staff will assist customer with advanced technical support.

\$165/hour, billed in 15 min intervals, one hour minimum.



### WATERMAN TECH SETUP

A one-off fee for all new members who don't opt for the Waterman Technical Support Service. This charge includes set-up and access to web print, email print, wi-fi, ethernet and the booking system. Also includes one desk phone set-up for those eligible.

Small office (1-3 people): \$360  
Medium office (4-6 people): \$660  
Large office (7+ people): \$840

\*All prices are one-off, upfront payments.



At Waterman, we're committed to giving you all the resources required for you to have a successful meeting.

Here are some of our most popular services in addition to the room hire itself.

Looking for something else? Let us know and we'll be happy to help!



#### WATERMAN CATERING

POA

From simple hot drinks, to lunch or dinner for all your guests, let us know your requirements and leave the rest to us!



#### ROOM SETUP / PACK DOWN

\$150

Don't waste your precious time setting up or packing down after a tiring event. Instead, have our cleaners return the room to its former glory once you're finished!



#### SUPPORT STAFF TEAM MEMBER

\$60/HR

Need a hand or two? Hire some additional help during your event to ensure everything goes smoothly. No need to look for contractors, just ask!



#### AFTER-HOURS SUPPORT STAFF

\$120/HR

Having a late event or an early start? Hire support staff for your event when it's outside the hours of 9am – 5pm.

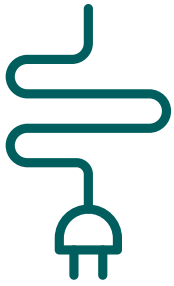


#### PRINTING / COLLATERAL SETUP

POA

Need to organize brochures, catalogues, name tags, documents or something else but don't have the time. We'll have everything ready for your meeting so you don't have to worry!





## SECTION 3:

# TECHNICAL SETUP

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From connecting your devices to the Internet, to booking your first meeting room, we've created a series of videos that will help you along your journey here at Waterman.

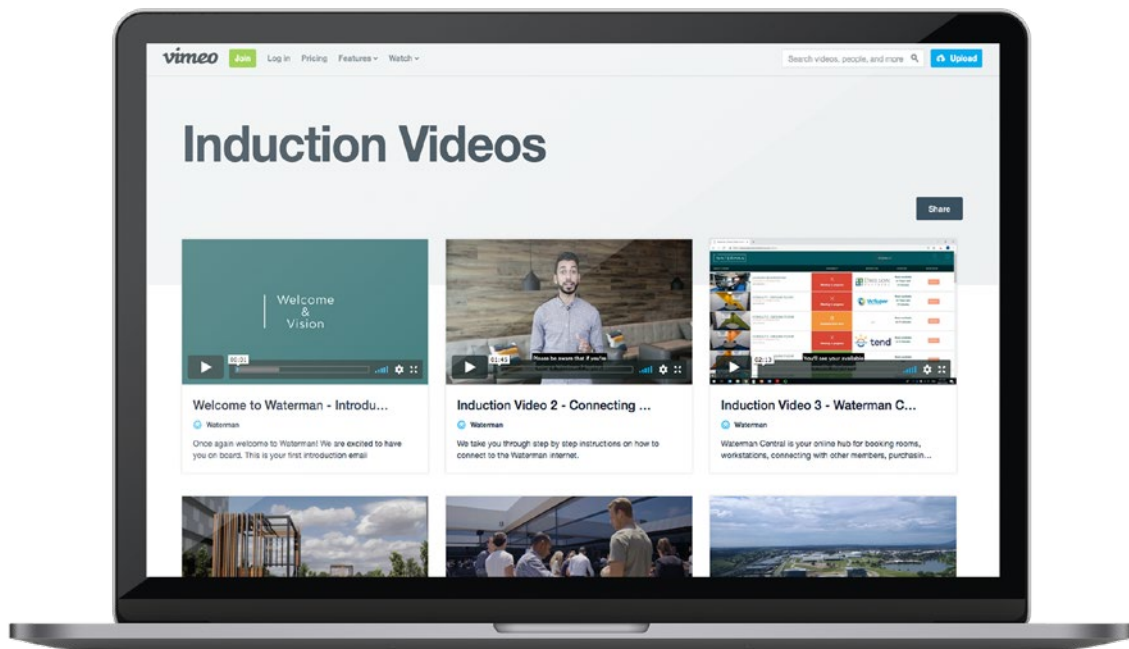
Please watch these to answer any questions you may have about getting started. If you're still unsure about something, get in touch with your local service team or Community Manager.

**Here are some more detailed instructions on common technical set up questions we get.**

### INDUCTION VIDEOS

<https://vimeo.com/showcase/5792664>

Password: WatermanWelcome





## TO ENROL YOUR SWIPE CARD, FOLLOW THE BELOW INSTRUCTIONS

1. Swipe security access card on the reader (look for the green sticker on the printer).
2. Enter the username and password as above.
3. Press set.
4. Swipe your card again and it will log you in.

## SCANNING

1. Once your card has been enrolled as per above, simply tap in on the printer.
2. Follow the onscreen prompts.
3. Your email address will be saved in the printer.
4. If you don't receive the email within 5 mins, please check your junk mail or spam folder.

## EMAIL PRINT

1. To print in B&W, send email to [bw.printer@waterman.com.au](mailto:bw.printer@waterman.com.au) with your document attached.
2. To print in colour, send email to [colour.printer@waterman.com.au](mailto:colour.printer@waterman.com.au) with your document attached.
3. Wait of email response from the printer when it has finished processing the job.
4. Swipe your access card on the printer and release print.

**Email print supports Picture File, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, PDF and XPS formats.**

## WEB PRINT

1. Browse to <http://printserver.waterman.com.au:9191/user>
2. Enter username and password.
3. Select 'Web Print'.

4. Select 'Submit a Job'.
5. Choose either 'WatermanPrinterColour' or 'WatermanPrinterB&W'.
6. Select 'Print Options and Account Selection'.
7. Select 'Upload Documents'.
8. Drag file in or browse to file on computer.
9. Select 'Upload & Complete'.
10. Wait for job to be 'Held in Queue'.
11. Swipe your access card and release print.

**Web Print supports Picture File, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, PDF and XPS formats.**

## REGULAR PRINT FOR WINDOWS (REQUIRES DRIVER AND PAPER CUT MF APPLICATION TO BE INSTALLED)

1. To connect the printers, click this link: [\\printserver](http://printserver)
2. If prompted for credentials, enter 'Guest' for the username with no password.
3. Right-click on the printer 'WatermanPrinterColour'.
4. Click 'Connect'.
5. Right-click on the printer 'WatermanPrinterB&W'.
6. Click 'Connect'.
7. To install the PaperCut application, click this link: [\\printserver\PCClient\win\client-local-install.exe](http://printserver/PCClient/win/client-local-install.exe)
8. When prompted for PaperCut credentials, enter them as emailed to you.

## REGULAR PRINT FOR MAC OS (REQUIRES DRIVER AND PAPER CUT MF APPLICATION TO BE INSTALLED)

1. Contact Service Desk for assistance. Contact on phone extension 200 or [service@waterman.com.au](mailto:service@waterman.com.au) — Charges apply.

# INTERNET SETUP



Hello there Windows 7 or 10 user, this configuration is easier than it looks so let's get in to it!

## STEP 1

Make sure your Wi-Fi is turned on and that “Waterman” is showing in the list. If it is, click “Open Network and Sharing Centre”.

## STEP 2

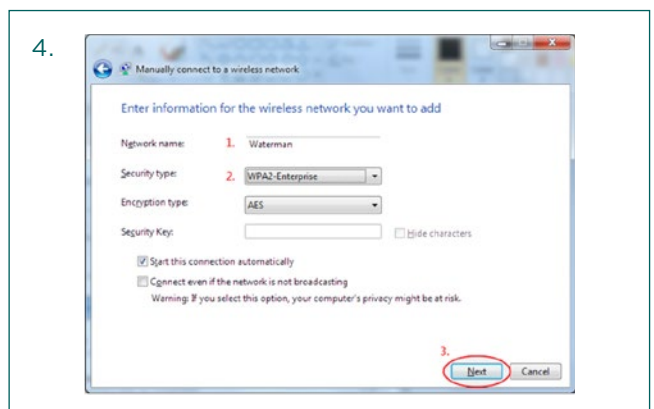
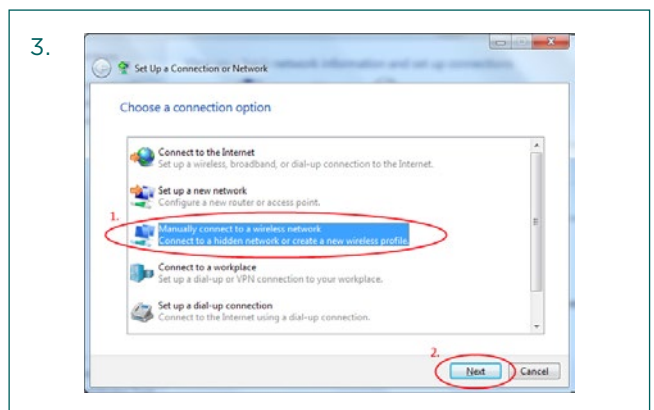
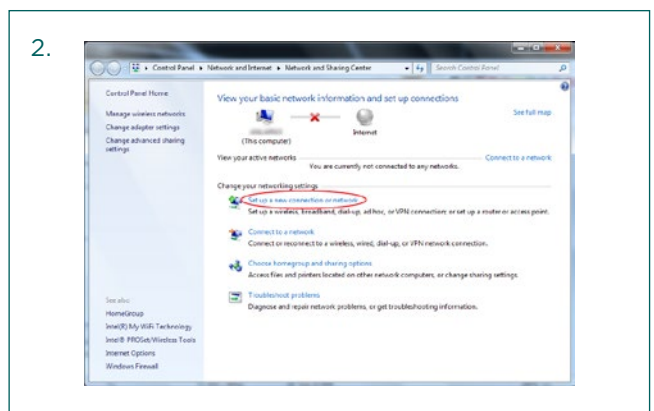
Click “Set up a new connection or network”.

## STEP 3

Click “Manually connect to a wireless network” and then click “Next”.

## STEP 4

Enter the network name “Waterman” — this is case sensitive. Click the “Security type” dropdown box and choose “WPA2-Enterprise”. Click “Next”.



## STEP 5

Click the “Change connection settings” button.

## STEP 6

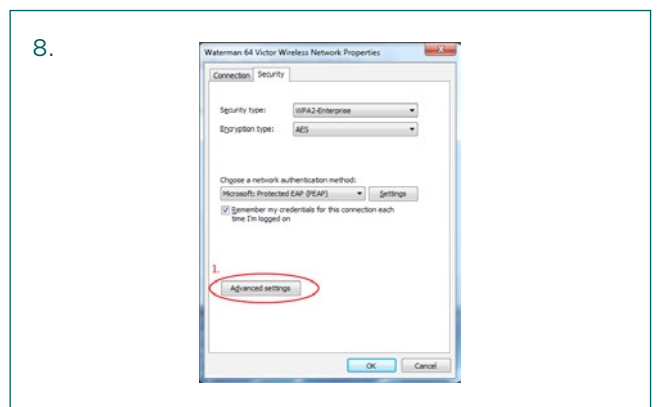
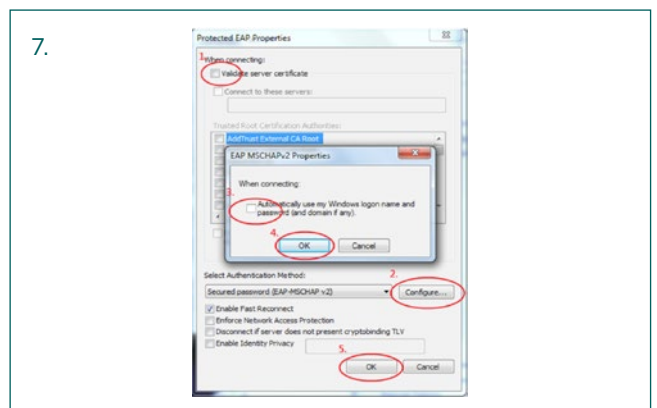
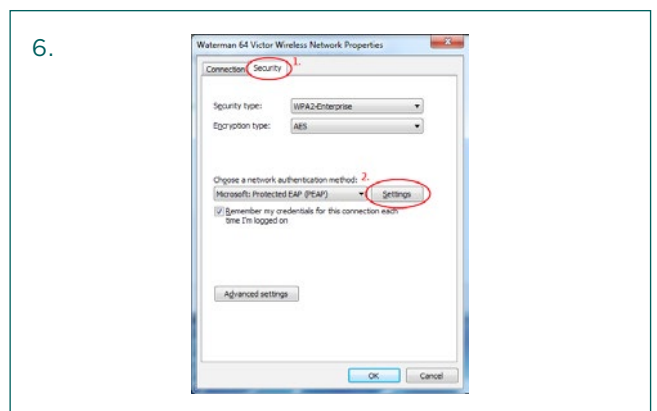
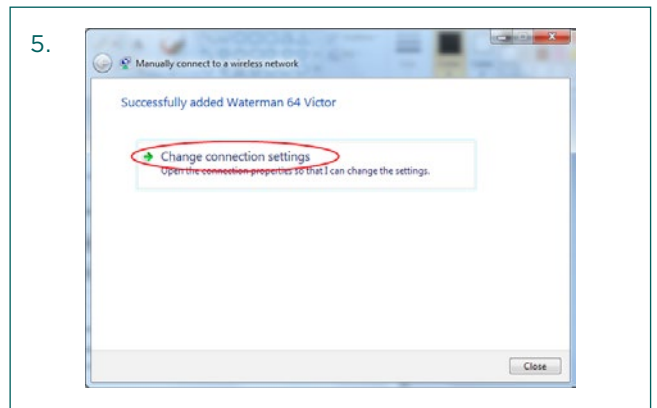
Go to the “Security” tab at the top. Click “Settings”.

## STEP 7

Untick the first check box titled “Validate server certificate”. Further down the form, click the “Configure...” button. Make sure the check box is not ticked and click “OK”. Finally click “OK” on the original form to close this section.

## STEP 8

Click the “Advanced settings” button.



## STEP 9

Tick the first check box “Specify authentication mode”.  
Select “User authentication” in the dropdown box. Click  
“OK” to close this section.

## STEP 10

All the settings are done! Click “OK” to close out and let's  
connect to the Wi-Fi.

## STEP 11

Open your Wi-Fi connections list and connect to “Waterman”.

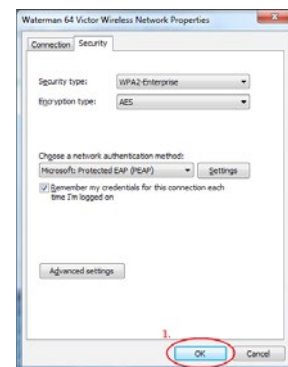
## STEP 12

You will be asked for login details. Enter your username and  
password, then click “OK”. You should have already received  
your Wi-Fi login details but if you don't have them yet, our  
friendly staff at reception can help you out.

9.



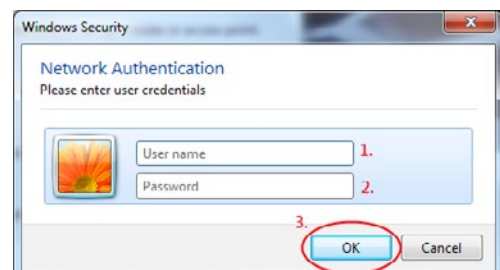
10.



11.



12.



## 1. TURN ON THE SCREEN

- Go to the wall plate.
- Push the Power button.
- Wait for the screen to load.
- Push the Wireless button.
- Wait for the screen to load.

## 2. GO TO THE WEB ADDRESS

- Open your web browser.
- Type in the address of detailed on the screen.

## 3. DOWNLOAD THE APP

- Click the 'Get the App & Connect' button.
- Wait for app to download.

## 4. INSTALL THE APP

- When the app has downloaded, click the app to install it.
- Follow the install prompts.

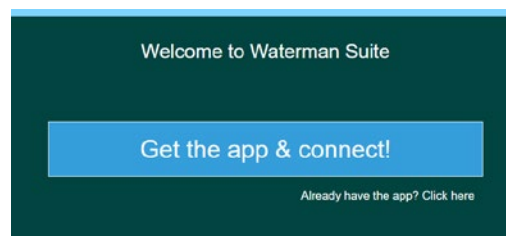
1.



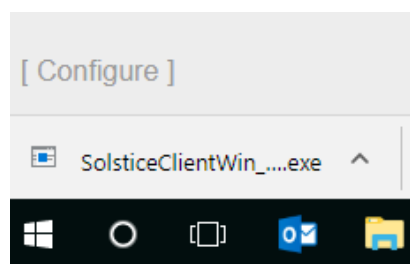
2.



3.



4.





## 5. CONNECTING TO THE SCREEN

- Open the Solstice app.
- Click on 'Enter IP' tab.
- Enter the IP on the screen — the same IP you used to install the app excluding the 'http://'
- Push 'Go'.

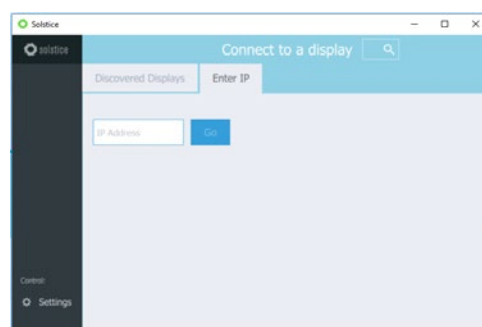
## 6. ENTER THE KEY

- Enter the key found on the screen.
- Push 'Go'.

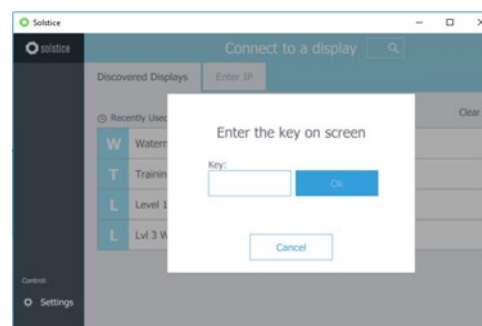
## 7. TURN OFF NOTIFICATIONS (OPTIONAL)

- Click 'Settings'.
- Click 'General Tab'.
- Change notification settings to 'None'.
- Click 'Settings' again to close the settings page.

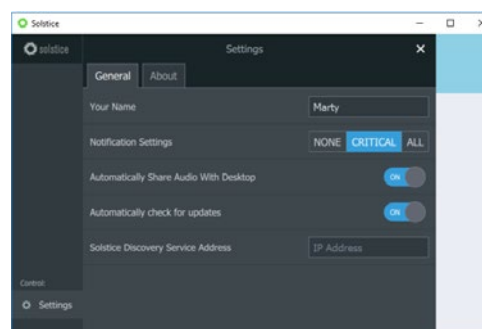
5.



6.



7.





## SECTION 4:

# OCCUPATIONAL HEALTH & SAFETY

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So that we can all operate in a safe environment, it's important for yourself and your staff to have read through and understood the Occupational Health and Safety documents. While we know that this isn't the most glamorous of tasks, these guides could potentially save yourself, your staff or others from serious injury.

**Please follow the links here to download each module.**

## EMERGENCY MANAGEMENT

<https://content.api.worksafe.vic.gov.au/sites/default/files/2018-06/ISBN-Emergency-management-tool-2017-06.pdf>

## FIRST AID IN THE WORKPLACE

<https://content.api.worksafe.vic.gov.au/sites/default/files/2020-02/ISBN-Compliance-code-first-aid-in-the-workplace-2008-09.pdf>

## GUIDE TO INCIDENT NOTIFICATION

<https://content.api.worksafe.vic.gov.au/sites/default/files/2018-06/ISBN-Guide-to-incident-notification-2008-01.pdf>

## HAZARDOUS MANUAL HANDLING

<https://content.api.worksafe.vic.gov.au/sites/default/files/2020-02/ISBN-Compliance-code-hazardous-manual-handling-2019-12.pdf>

## OH&S ACT 2004: INFORMATION FOR EMPLOYEES

<https://www.worksafe.vic.gov.au/information-employees-occupational-health-and-safety-act-2004>

## OFFICEWISE: A GUIDE TO HEALTH & SAFETY IN THE OFFICE

<https://content.api.worksafe.vic.gov.au/sites/default/files/2018-06/ISBN-Officewise-guide-to-health-and-safety-in-the-office-2006-01.pdf>

## GUIDE FOR EMPLOYERS: WHAT TO DO IF A WORKER IS INJURED








<https://content.api.worksafe.vic.gov.au/sites/default/files/2019-07/ISBN-What-to-do-if-a-worker-is-injured-web-a-guide-for-employers-2019-07.pdf>

# EVACUATION DIAGRAM



## WATERMAN CARIBBEAN GROUND FLOOR

44 Lakeview Drive, Scoresby, VIC

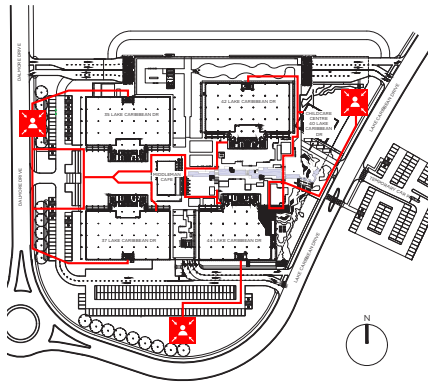
-  Emergency Exit
-  Fire Extinguisher
-  Emergency Phone
-  Fire Blanket
-  Manual Call Point
-  Fire Hose
-  Fire Indicator Panel



# EVACUATION DIAGRAM

## WATERMAN CARIBBEAN GROUND FLOOR

44 Lakeview Drive, Scoresby, VIC








<p><b>EMERGENCY NUMBERS</b></p> <p>Emergency Services <b>000</b></p> <p>Waterman Service 03 8782 3777</p>	<p><b>FIRE</b></p> <p>Remember <b>RACE</b> (only attempt if safe to do so)</p> <p><b>REMOVE</b> Stay low and remove any person from immediate danger</p> <p><b>ALERT</b> Raise the alarm and dial 000 for Emergency Services</p> <p><b>CONTAIN</b> Close doors and windows to confine smoke/fire</p> <p><b>EXTINGUISH</b> Attempt to extinguish fire using fire blanket or extinguisher</p>	<p><b>EVACUATION</b></p> <p>On sounding of the 'BEEP BEEP' alert tone</p> <ul style="list-style-type: none"> <li>- Be aware of a possible emergency situation occurring.</li> <li>- Prepare to evacuate; Begin to secure your tenancy.</li> <li>- If smoke/fire/incident is discovered, commence evacuation and report immediately to Centre Management/Security</li> <li>- Prevent others from entering the hazardous zone and alert surrounding people</li> <li>- If safe and trained to do so, attempt to extinguish the fire or contain the emergency incident</li> </ul> <p>On sounding of the 'WHOOOP WHOOOP' evacuation tone or instruction to evacuate by Centre Management/Security</p> <ul style="list-style-type: none"> <li>- Be aware of a possible emergency situation occurring.</li> <li>- Prepare to evacuate; Begin to secure your tenancy.</li> <li>- If smoke/fire/incident is discovered, commence evacuation and report immediately to Centre Management/Security</li> <li>- Prevent others from entering the hazardous zone and alert surrounding people</li> <li>- If safe and trained to do so, attempt to extinguish the fire or contain the emergency incident</li> </ul>
<p><b>MEDICAL</b></p> <p>Remember <b>DRS ABCD</b></p> <p><b>DANGER</b> Check for dangers in the area</p> <p><b>RESPONSE</b> Ask them their name and squeeze shoulders to check for response</p> <p><b>SEND</b> Send someone to call 000 and ask for an ambulance</p> <p><b>AIRWAY</b> Tilt head with chin lift to open airway</p> <p><b>BREATHING</b> Check for breathing - if not present, begin CPR</p> <p><b>CPR</b> 30 chest compressions; 2 breaths Continue until help arrives or patient recovers</p> <p><b>DEFIB.</b> Apply defibrillation machine to patient and follow instructions</p>	<p><b>LOCKDOWN</b></p> <p>Critical response when asked to 'LOCKDOWN, LOCKDOWN, LOCKDOWN' due to an active shooter in the centre</p> <ul style="list-style-type: none"> <li>- Listen to all instructions made over the PA (or made by Centre Management or Emergency Services)</li> <li>- Allow access to your tenancy for customers and any kiosk retailers directly in front of your store</li> <li>- Immediately lock your tenancy and switch off lighting</li> <li>- Move staff and customers away from all entry points and towards rear of the tenancy</li> <li>- Hide in store rooms or behind counters</li> <li>- Ask all within your tenancy to silence mobile phones</li> <li>- Keep together and minimise all movements and noise</li> <li>- Stay hidden and DO NOT be tempted to show yourselves</li> <li>- Listen for announcements from Centre Management or Emergency Services</li> <li>- Do not leave the tenancy or resume normal activities until instructed to do so or under imminent threat</li> <li>- Leaving your tenancy while lockdown has been imposed may take people into an extremely dangerous situation</li> <li>- This situation may take a number of hours to resolve - responding Emergency Services will clear your tenancy when it is safe to do so</li> </ul>	<p><b>ASSEMBLY AREAS</b></p> <ul style="list-style-type: none"> <li>- Account for all people from the building</li> <li>- Report any missing person to the responding authorities</li> <li>- DO NOT re-enter the building until instructed to do so by the responding authorities</li> </ul> 
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# EVACUATION DIAGRAM



## WATERMAN CARIBBEAN FLOOR 1

44 Lakeview Drive, Scoresby, VIC

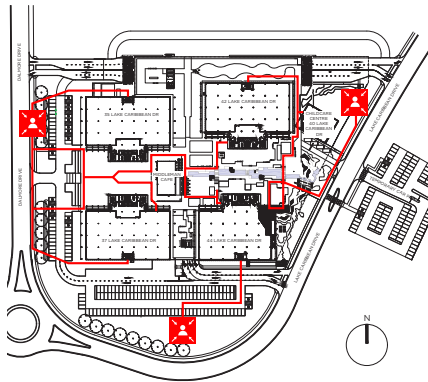
-  Emergency Exit
-  Fire Extinguisher
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-  Fire Blanket
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-  Fire Hose
-  Fire Indicator Panel



# EVACUATION DIAGRAM

## WATERMAN CARIBBEAN FLOOR 1

44 Lakeview Drive, Scoresby, VIC

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# EVACUATION DIAGRAM



## WATERMAN CARIBBEAN FLOOR 2

44 Lakeview Drive, Scoresby, VIC

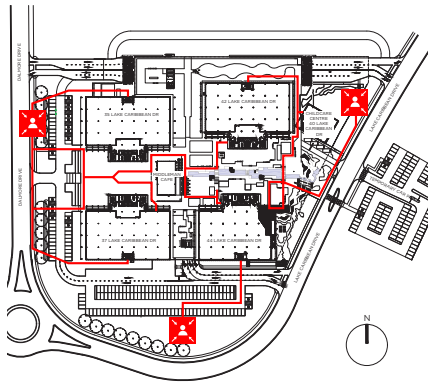
-  Emergency Exit
-  Fire Extinguisher
-  Emergency Phone
-  Fire Blanket
-  Manual Call Point
-  Fire Hose
-  Fire Indicator Panel



# EVACUATION DIAGRAM

## WATERMAN CARIBBEAN FLOOR 2

44 Lakeview Drive, Scoresby, VIC








<p><b>EMERGENCY NUMBERS</b></p> <p>Emergency Services <b>000</b></p> <p>Waterman Service 03 8782 3777</p>	<p><b>FIRE</b></p> <p>Remember <b>RACE</b> (only attempt if safe to do so)</p> <p><b>REMOVE</b> Stay low and remove any person from immediate danger</p> <p><b>ALERT</b> Raise the alarm and dial 000 for Emergency Services</p> <p><b>CONTAIN</b> Close doors and windows to confine smoke/fire</p> <p><b>EXTINGUISH</b> Attempt to extinguish fire using fire blanket or extinguisher</p>	<p><b>EVACUATION</b></p> <p><b>On sounding of the 'BEEP BEEP' alert tone</b></p> <ul style="list-style-type: none"> <li>- Be aware of a possible emergency situation occurring.</li> <li>- Prepare to evacuate; Begin to secure your tenancy.</li> <li>- If smoke/fire/incident is discovered, commence evacuation and report immediately to Centre Management/Security</li> <li>- Prevent others from entering the hazardous zone and alert surrounding people</li> <li>- If safe and trained to do so, attempt to extinguish the fire or contain the emergency incident</li> </ul> <p><b>On sounding of the 'WHOOOP WHOOOP' evacuation tone or instruction to evacuate by Centre Management/Security</b></p> <ul style="list-style-type: none"> <li>- Be aware of a possible emergency situation occurring.</li> <li>- Prepare to evacuate; Begin to secure your tenancy.</li> <li>- If smoke/fire/incident is discovered, commence evacuation and report immediately to Centre Management/Security</li> <li>- Prevent others from entering the hazardous zone and alert surrounding people</li> <li>- If safe and trained to do so, attempt to extinguish the fire or contain the emergency incident</li> </ul>
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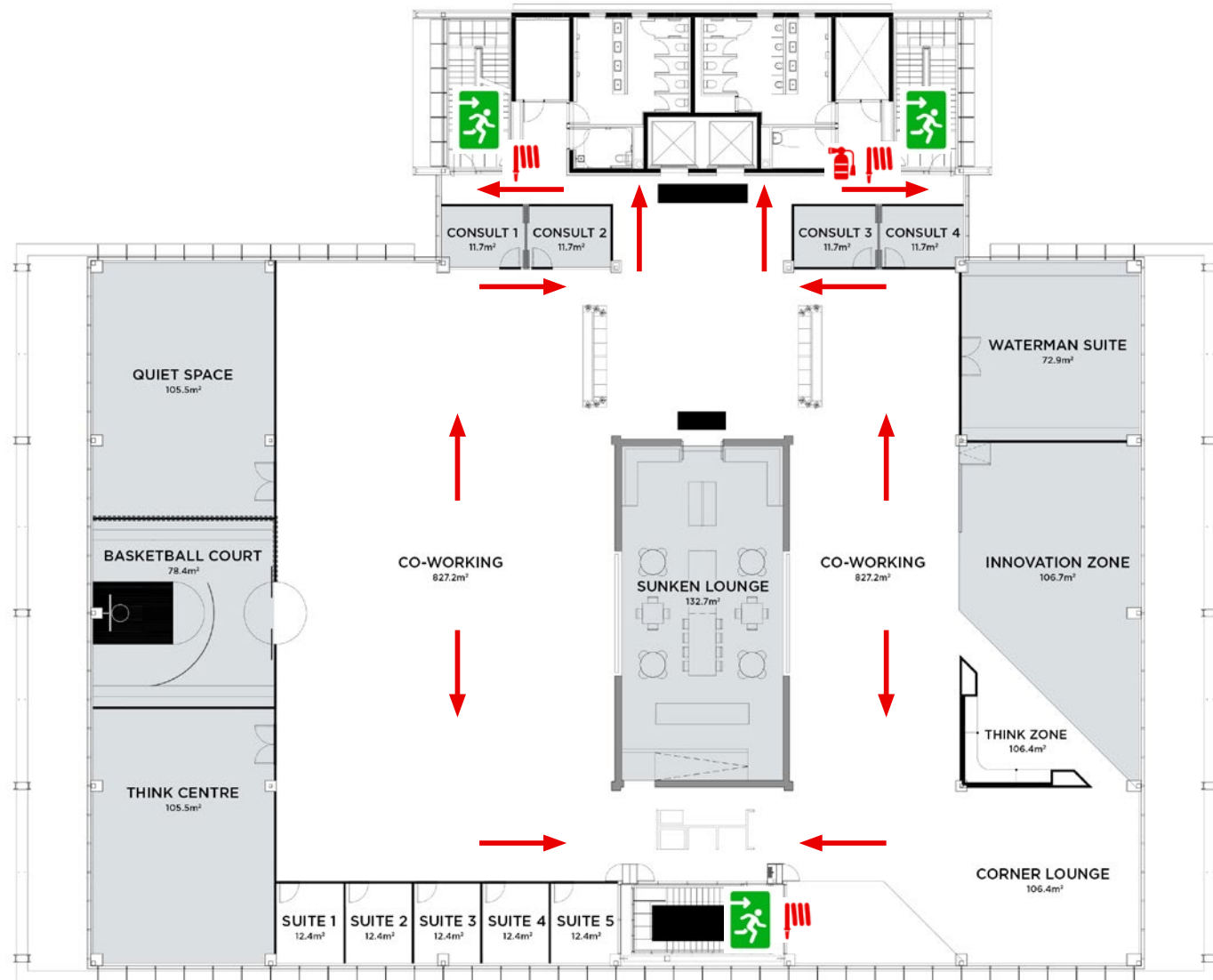
# EVACUATION DIAGRAM



## WATERMAN CARIBBEAN FLOOR 3

44 Lakeview Drive, Scoresby, VIC

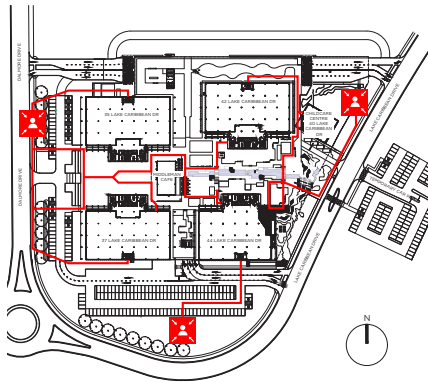
-  Emergency Exit
-  Fire Extinguisher
-  Emergency Phone
-  Fire Blanket
-  Manual Call Point
-  Fire Hose
-  Fire Indicator Panel



# EVACUATION DIAGRAM

## WATERMAN CARIBBEAN FLOOR 3

44 Lakeview Drive, Scoresby, VIC

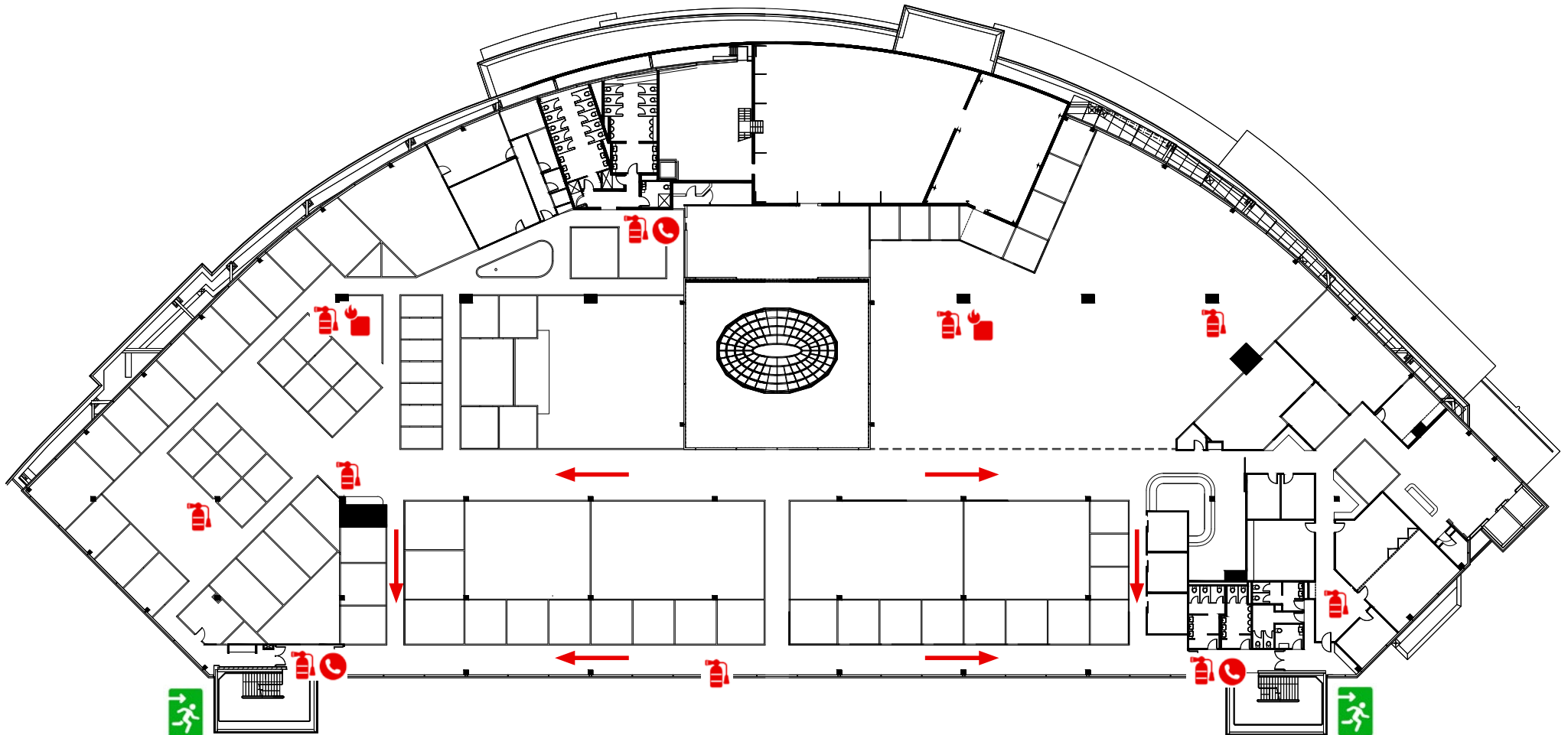
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# EVACUATION DIAGRAM



## WATERMAN CHADSTONE



1341 Dandenong Road, Chadstone, VIC



# EVACUATION DIAGRAM

## WATERMAN CHADSTONE

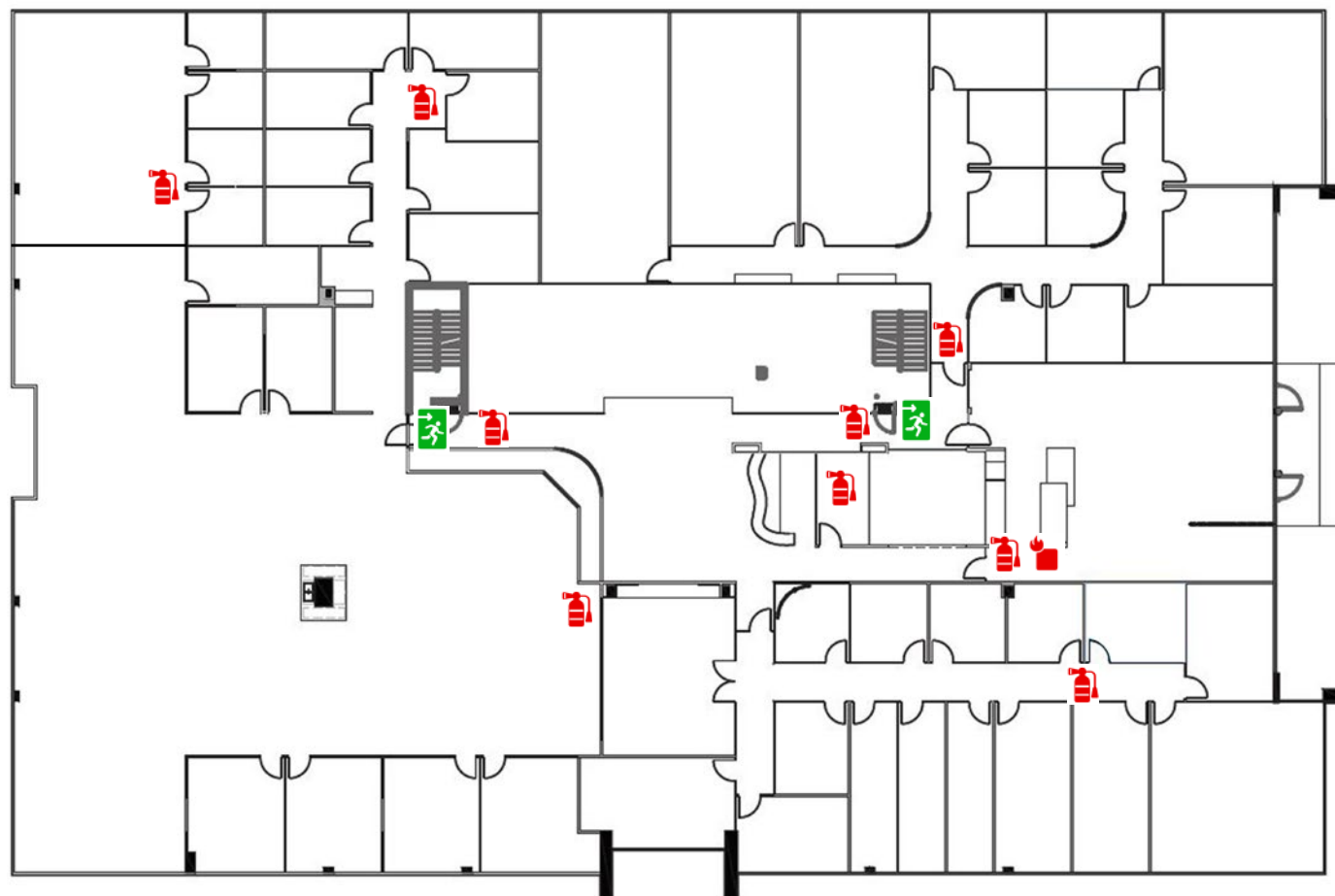
1341 Dandenong Road, Chadstone, VIC

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# EVACUATION DIAGRAM



**WATERMAN NARRE WARREN**  
66 Victor Crescent, Narre Warren, VIC


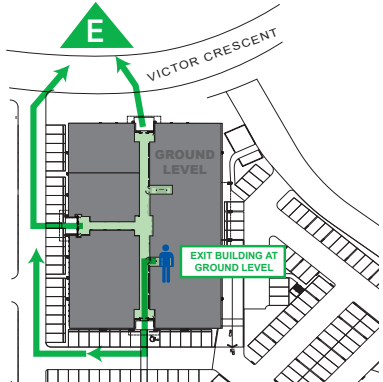




# EVACUATION DIAGRAM

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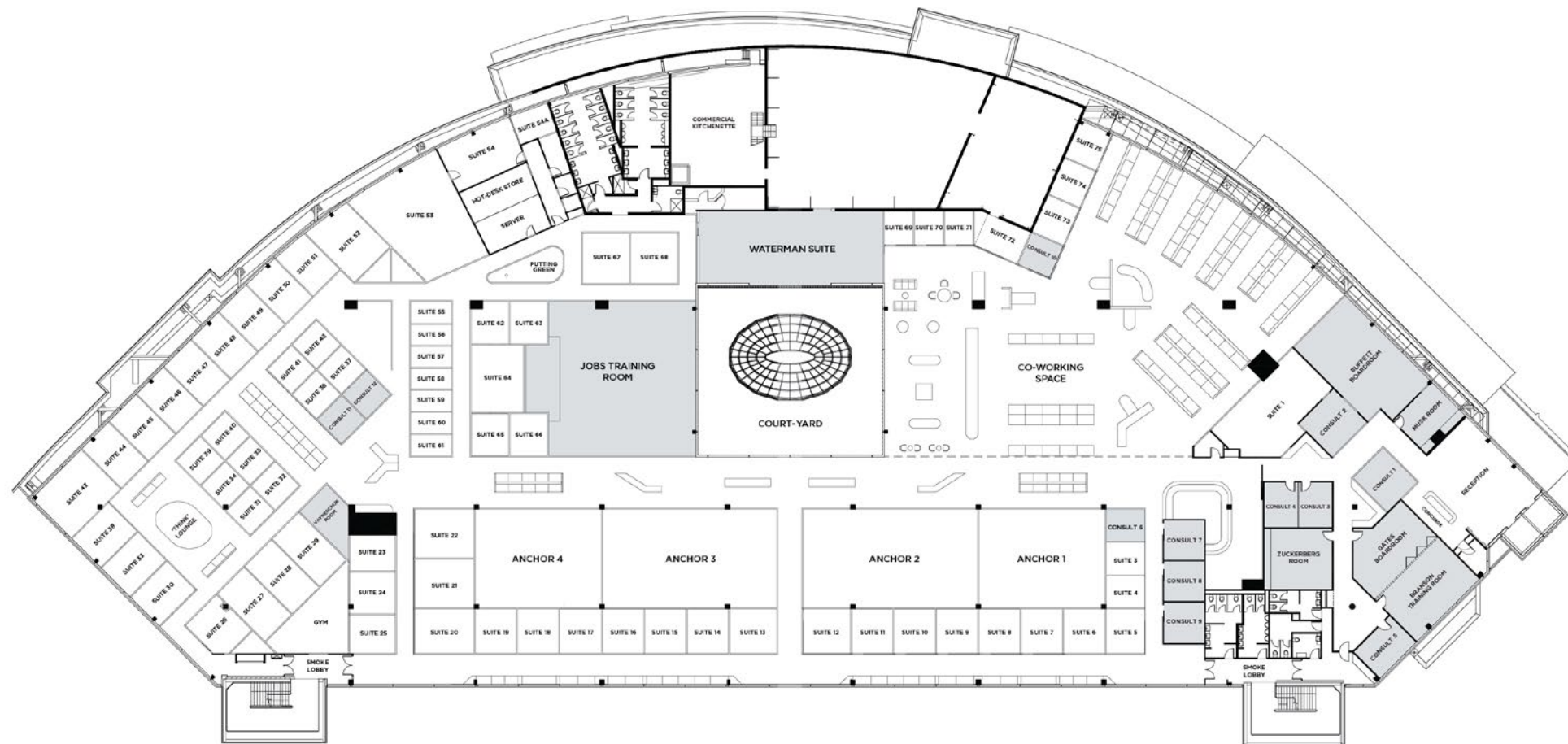




## SECTION 5: CENTRE MAPS

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## CENTRE MAP

WATERMAN CHADSTONE  
 1341 Dandenong Road, Chadstone VIC



If you have any questions about anything outlined  
in this handbook or want to know more about any  
of the centres, please contact your service team  
and they will be happy to help!

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[waterman.com.au](http://waterman.com.au) | 03 8782 3777