

**Great North Business Incubator**

Incubator

Client Handbook

**Introduction**

**Mission Statement**

**Hours of Operation**

The GNBI is open to the public between 7.30 a.m. and 5.00 pm. Monday through Friday. GNBI staff and clients will have access to the centre for 10 hours a day.

**Official GNBI Holidays**

The centre will be closed for all public holidays as scheduled in the National government gazette. In addition GNBI will have an annual close down in the second week of December every year and reopens in the second week of January of the New Year.

**Professional Services**

The GNBI provides clients with the following professional and administrative services. To request services, fill out the Client Request for Services and return to the Business Development Manager.

* ***Business plan modification assistance and evaluation-*** The Business Development Manager will assist incubator clients in the modification and evaluation of client’s business plan for use in guiding the client’s company with an eye toward its presentation to an investor or banker.
* ***Personal Business Counselling-*** The professional staff at the GNBI centre will assist clients in resolving problems and answering questions the client has concerning the daily operations of the clients business.
* ***Business monitoring-*** The professional staff at the GNBI will help clients monitor activities on a daily, weekly and monthly basis. Review of operations, marketing and financial results will be part of the monitoring process.
* ***Quarterly Business Reviews- the*** Board of Advisors for the GNBI centre will evaluate client performance on a quarterly basis and offer assistance in mending areas of concern. The Board of Advisors consists of the following members (subject to change).
* ***Joseph Makuvaza***
* ***Paul Kweyama***
* ***Hlengiwe Silanga***
* ***Business Workshops-*** Workshops and technical educational programs covering areas of interest such as marketing, personnel management, taxes , quality assurance, designing and manufacturing and other business topics will be provided to educate clients and provide networking opportunities.
* ***Manufacturing Assistance-***The Production Manager of GNBI will assist any light manufacturing of jewellery by educating them in CAD and Rhino jewellery manufacturing process.
* ***Outside Professional services-*** Specialized and detailed services will be offered by outside experts recruited from the National Empowerment Fund, Libsa, Seda, Studio T jewellery manufacturers, and other local professionals at a reduced rate.
* These services will include :
* Legal
* Marketing
* Financial
* Accounting
* Banking
* Taxes
* Engineering

*Request for professional services must be made to the Business Development Manager. Professional services will be scheduled at the convenience of the professional provider. Professional service fees are determined on an individual basis based on the type and depth of services required****.***

**Support services**

Request for support services must be made to the Business Development Manager at least two days in advance. There is a charge as outlined in the services charge form.

* ***Clerical Support-***An Administrative assistant will be available to sign for packages, greet and direct visitors and answer procedural questions. There is no dedicated secretarial service provided specifically for Client Company. Clerical assistance is available at a rate stipulated in the services charge form. Please notify the Business Development Manager at least two days in advance to arrange these services. To request services, fill out the Client Request for Services form.
* ***Student Internship programs-*** Student internship programs are available for certain areas of business. For more information please contact the Business development Manager
* ***GNBI Library-*** A small business Library with a collection of electronic and printed materials are available for clients use. Please see the Administrator to check out any resource books or CDs. Clients are responsible for any library resources checked out and will be charged for lost or damaged items.
* ***Conference facilities-*** Clients may use the conference facilities located in the GNBI centre at no additional charge. This includes the use of the video and teleconferencing equipment. In order to use the conference facilities clients must make reservations with the Administrator. The GNBI has the first rights to the conference facilities and reserves the right to reschedule use of the facilities as necessary. Clients will be responsible for room set up and will return the room to its original condition after use.
* ***Break area-*** A kitchen area is setup in the center of the GNBI, complete with tea pots, Fridge and water boilers.
* ***Mail and Parcel Services-*** Mail will be delivered by SA Postal Services to the main gate by the entrance to the GNBI. Each client will have to check by the security for available mails.

**Office Equipment**

The GNBI workroom and Library have necessary office equipment available for client use. Equipment available includes a:

* Public computer
* Broadband Internet access
* Copy machine
* **Copy machine**. Clients copies will be done by the GNBI staff and charged to the client account
* **Fax Machine**- Sending faxes for clients is payable and shall be done by the Centre administration staff.
* **Phone-** the GNBI provides full telephone answering and calling at the prevailing telecommunication rates. All outgoing calls will be booked and paid upfront by the client.
* **Computer-** Public computers with internet access are available to you. There is a schedule located in the log-in book at the computer work station. If you know in advance that you will need to use the computer, please put your name on the reservation list and specify the times you will need to use the computer. You must also sign the log-in sheet anytime you use the public computer. Please contact the Administrator for the user ID and password to log on. Information stored on the hard drive of the public computer will be open to public unless you lock the file or save the file to CD. You will not be able to download any programs to the public computers without assistance from the GNBI staff.

**Security**

Feroze Omar will provide security for the GNBI Centre. Damage to property and equipment within the clients leased space is the responsibility of the client. Access to the facility to clients is from 7.30 until 5.30. Keys shall be authorized only to GNBI staff. The GNBI staff will be the only officials to open the entrance to the main facility. Clients will be given keys to their work stations by the production Manager. Keys remain GNBI property and entrusted to the individual who shall not loan or exchange the keys. No one has the authority to produce, duplicate, or alter keys for GNBI. Only the client listed on the key form may use it to gain access to the client work station.

**Property Maintenance**

Maintenance of the GNBI center is provided by Feroze Omar Brothers. If you notice any problems in the facility such as leaks please report these to the Administrator so that the problem can be reported to Feroze Omar Brothers maintenance supervisor. Clients will clean machines, work stations and waste basket as needed. GNBI will provide general cleaning in the inside of the main factory. Please keep your area picked up to facilitate cleaning. These services are provided as part of the licensing agreement.

**Insurance Requirements**

GNBI insurance covers only its property. Each client should acquire liability and property insurance to protect him. Proof of liability insurance in the amount of R 1 million will be required for each client with the GNBI named additional insurer.

**Billing Procedures**

Clients will be billed for rent and other services on a monthly basis by the GNBI Administrator. The client will make checks payable to GNBI. Payment can be paid to the Administrator of the centre.

**Parking Procedures**

Parking for the GNBI staff, clients and visitors is only allowed in the designated areas on a first come first serve basis. All vehicles parked on the GNBI property must display the appropriate parking permit. Permits are available free of charge at the GNBI premises security Office, Monday through to Friday, between 7.30 am and 5.00pm.

**Emergency Procedures**

In the event of an emergency, GNBI management has the responsibility to give instructions to incubator clients and provide safety measures until otherwise directed by the GNBI staff and security. The GNBI will follow the guidelines set forth in the GNBI emergency plan.

**GNBI Emergency Plan**

CEO, Managers, Production Manager and other staff have the responsibility to maintain emergency procedure information at the workplace site. All managers have the responsibility to give instructions to students, close and lock doors and provide other required safety measures to their level of expertise unless otherwise directed by GNBI identified personnel.

**Some emergencies may require evacuation of the building. In the event:**

* Fire alarms or verbal notice will be used to sound the evacuation
* Remain calm and orderly. Walk quickly, but do not run
* Exit via exit points. Do not use the main door
* Follow instructions of GNBI emergency personnel
* Seek out and give assistance to disabled or injured people in the area
* If time permits, turn off the power to electrical equipment that should not run unattended.
* Close doors behind you as you leave the area
* Go to a predetermined assembly area away from the building
* Keep all roadways and walkways clear for emergency personnel. Never enter Building until instructed to do so by the Fire Department.
* If emergency situations not covered by this booklet occur, call the appropriate emergency number for instructions.
* ***Fire Alarm****-* When a fire alarm is sounded; everyone should clear the building by the nearest exit and proceed to the parking lot located east of the Incubator. Employees and clients of GNBI should stay clear of the danger area. GNBI staff and clients should keep all roadways and walkways clear for emergency vehicles. No person shall re-enter the building until instructed to do so by the emergency personnel.
* ***Explosion-* *Severe Building Damage-*** **Take the following actions**
* **If you are outside, stay outside.** Move away from trees, signs, buildings, electrical poles and wires. Protect your head with your arms from falling bricks, glass, plaster and other debris
* More away from fire and smoke
* Once outside, move at least 300metere away from the affected building
* Check for injuries and give or seek first aid
* Do not use telephones or use roadways unless absolutely necessary
* Be prepared for aftershocks
* Cooperate with emergency response personnel, keep informed, and remain calm

**If indoors:**

* Immediately take cover under tables, desks or other such objects for protection against flying glass and debris
* If you are not near a study object, make yourself as small as possible and cover your head and neck
* In an earthquake, if you stand in a doorway, brace yourself against the frame and watch out for swining doors or other people.
* Avoid overhead fixtures, windows, tall furniture, book cases and heavy objects that could fall or shatter.
* After the effects have subsided, evacuate the immediate area and call for emergency help line
* Seek and assist injured and disabled persons in evacuating the building
* Do not light matches and DO NOT turn lights on or off.
* Keep roadways and walkways clear for emergence vehicles. Wait for further instructions from emergency personnel. DO NOT RE-ENTER the Building UNTIL INSTRUCTED TO DO SO.

**Emergency Evacuation of persons with disability or Special needs**

 **Visually Impaired persons**

In an emergency, tell the persons the nature of the emergency and offer to guide them to the nearest emergency exit. Have the person take your arm and escort them out. This is the preferred method when acting as a sighted guide. Be sure and give detailed instructions as you evacuate the virtually impaired person.

**Hearing Impaired Persons**

* Turn light switch off and on to gain the person’s attention and then use gestures to show what to do
* Write a note, telling what the emergency is and the nearest evacuation route. For example: ‘Fire- go out rear door to the right, and down, NOW.”

**Ambulatory Persons using crutches, canes or walkers**

Carrying options include a two – person locked arm position if trained in this procedure or having the person sit in a study chair, preferable an arm chair. If time permits call GNBI emergency personnel for assistance.

**Non- Ambulatory Persons (e.g.., wheelchairs)**

If possible, transport non-ambulatory persons to the designated area of refuge in the building where the emergency exists. Immediately notify the fire department personnel arriving on the scene as to the location of the non-ambulatory persons for rapid and safe evacuation.

**Utility Failure- Gas Leak- Persons Stranded in the building**

* Notify Security
* If phones are not working properly use cell phone to contact emergency services
* If evacuation of the building is required, utilize the General Building Evacuation Plan. Remember to exit using the exit marked points. Seek out people who need assistance in the evacuation.

**Flooding**

* If flooding occurs because of a plumbing failure or other problem, stop using all electrical devices.
* Notify the Maintenance department through the Administrator
* As necessary, evacuate the area or building. See General Building Evacuation section of this document.

**Gas Leak**

* Cease all operations immediately and evacuate the area using the General Building Evacuation Plan
* Do not switch lights on or off. Do not take time to open windows or close doors
* Leave the area to report the gas leak. Call emergency numbers
* Do not re-enter the building until cleared to do so by the fire department

**Injury reporting: Slips, Trips and Falls**

Spilled liquids and wet floors are one of the major causes of slips, trips and falls. If you spill something, please clean it up immediately. If you discover a spill or wet floor and need assistance, please contact the GNBI maintenance unit at the appropriate number 9 and 10. Report all other trip and fall hazards (holes in the sidewalk, loose carpet, etc.) to Maintenance as stated.

**Bomb Threat Suspicious Package**

**If you find or open a suspicious package, letter, box or container:**

* Do not handle the package. Call 10111/112 Police
* If you have opened a suspicious package or letter; leave the package or envelope in place. Be careful not to touch any objects or surfaces to avoid further contaminations lowly leave the room and notify others in the vicinity to leave the room as well.
* Do not operate any power switches
* Do not activate the fire alarm
* Move to a safe area outside the building
* Do not re-enter the area
* Follow instructions you will receive for decontamination from the fire department

**Chemical, Biological, Radiological Spills**

* ***Chemical Spills*-**
* Upon recognition of the spill, call the emergency department. Chemical spills may be hazardous and require special decontamination procedures. Contact with others may spread the chemical. Do not leave the site until properly decontaminated or released by the emergency personnel.
* Evacuate the area, as needed moving upwind or upstream. Allow designated emergency personnel to remove injured persons.
* For questions on spill response, call emergence number for Administrator 9/ 10.
* ***Chemical Spill or Splash on the body / eyes***
* Know the location of any eyewash or safety showers in your area. Remove contaminated clothing. Brush off any remaining dry chemical. Flush skin or eyes with water for at least 15 minutes.
* Make sure chemicals have not accumulated in the shoes
* Seek medical attention for all splashes in the eyes
* For questions on spill response , call Administrator at extension 13

**Provisions for Individuals with Disabilities**

The GNBI Centre is committed to the goal of achieving equal opportunities and full participation for individuals with disabilities. Consistent with the applicable provisions of the Disability Act, the GNBI ensures that no “qualified individual with a disability ‘will be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination solely on the basis of disability under any program or activity offered by GNBI.

The GNBI Centre will reasonably accommodate otherwise qualified individuals with a disability unless such accommodation would pose an undue hardship, would result in a fundamental alteration in the nature of the service, program, or activity or in undue financial or administrative burdens. The term reasonable accommodation is used in its general sense in this policy to apply to employees, clients and visitors.

Individuals who have complaints alleging discrimination based upon a disability may file the complaint under the Basic Conditions of Equal Employment Act.

**Loss of Electrical power**

Upon loss of power, notify GNBI staff. They will contact the proper department on the centre. Turn off all non-essential equipment until the power has been restored.

**Visitors**

Children are allowed only for brief visits. Daily visits or temporary child care is not permitted.

**Posting of Notices in the GNBI Centre**

Posting of notices, flyers or other materials may not be posted in any area of the GNBI centre or other facility without approval of the CEO.

**Tobacco Use**

In accordance with state Smoking in Public Places Act, the GNBI has established a Public smoking policy. All buildings located on the premises will be free from smoking or tobacco use. Smoking within 30 metres of the entrance to the building is prohibited. Building is defined for the purpose of this policy as an enclosed, indoor area owned or operated by GNBI and used by the general public, serving as a place of work for GNBI employees or meeting place for a public body including but not limited to offices, classroom, libraries, arenas, meeting rooms etc. Smoking means the carrying by a person of a lighted cigar, cigarette, pipe, or other lighted smoking device. Tobacco is defined as any tobacco product which is used orally or inhaled. Drug substance is prohibited from the premises of GNBI.

**Note: Kindly familiarize yourself with the contents of this manual for GNBI shall not be held responsible for any mishap due to your negligence behaviour.**