

WATERMAN

WORKSPACES

Master Handbook

A COMPLETE GUIDE TO
WATERMAN WORKSPACES



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SECTION 1:

Centre Rules

INTRODUCTION HANDBOOK

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

Waterman General Line (03) 8782 3777

Email service@waterman.com.au

Centre Address

Chadstone: Level 2, UL40 / 1341 Dandenong Road, Chadstone VIC 3148
Caribbean: 44 Lakeview Drive, Scoresby VIC 3179
Narre Warren: Level 2 / 66 Victor Crescent, Narre Warren VIC 3805
Eastland: C307, Level 3 / Eastland Shopping Centre, 175 Maroondah Hwy, Ringwood VIC 3134
Richmond: Level 1 / 678 Victoria Street, Richmond VIC 3121
Bundoora: Level 2 / 1 Janefield Drive, Bundoora VIC 3083
Camberwell: Level 1 / 793 Burke Rd, Camberwell VIC 3124
Highpoint: Level 4 / 200 Rosamond Rd, Maribyrnong VIC 3032

Reception Hours 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 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

INTRODUCTION HANDBOOK

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

Centre Details

SECURITY PASSES & ACCESS

Depending on your primary product, your included access hours will change. If you hold a private office or a dedicated desk, your access pass will grant you unlimited, 24/7 access to all centres however if you are on a membership product, your access hours will be the following (fees and charges apply to after hours access):

Membership Type	Access Hours
Access	9am – 5pm
Part Time	8am – 6pm
Full Time	24/7
Night Owl	24/7

For security purposes, each pass is assigned to one individual. If you lose your pass please notify the service team within 48 hours. Additional or replacement access passes can be purchased by chatting to one of our friendly service team members.

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 Part Time, Full Time or Night Owl access pass.

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.

INTRODUCTION HANDBOOK

GUESTS

Welcoming guests, friends or colleagues to one of our centres is an important part of the Waterman experience. Our access system has been designed for you to easily bring guests in and out when visiting or working with you. Your guest can access the centre by either:

- Scanning a Guest Entry QR code generated from Waterman Central that included wi-fi credentials.
- Or you can simply swipe them through at the turnstiles.

If your Guest Entry is used for longer than one hour, a **\$35 Day Pass** will be automatically applied to your account allowing your guest to continue using the space, including wi-fi for the remainder of the day. When a Day Pass is applied to your account, a notification will be sent to your email giving you visibility over your billing status, this is also available in the My Billing section of Waterman Central. To ensure your account is only billed for the Day Passes used for your guests, we ask you to refrain from swiping other members or member's guests through with your own pass.

Please note an additional after-hours fee of **\$35 (excl. GST)** will apply if your guest chooses to stay in our centres outside of the included hours of usage. Additional charges also apply if your guest visits outside the standard access hours, 9am-5pm, Monday to Friday.

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 that fridge space is limited.

BOOKING SYSTEM

All meeting rooms 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 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 and their supervisor during this time is responsible for any damages that may occur during their stay. Please ensure children are not running or distracting other people within the centre during their visit.

CODE OF CONDUCT

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.

CODE OF CONDUCT

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.

COWORKING ETIQUETTE

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 COWORKING 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.

WORKSTATION RULES

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.
- 7.2 A workstation membership is for one person. You cannot use your credits to book for another person.

8. MEETING ROOMS

- 8.1 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.

WORKSTATION RULES

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 purchased if you do not already have one, or an additional mailbox can be purchased if required. Mailboxes are available in both physical and virtual forms.
- 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.

MEETING ROOM RULES

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 All bookings are made using Waterman Central.
- 2.3 **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

- 2.4 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

- 2.5 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.
- 2.6 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.

MEETING ROOM RULES

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 & EQUIPMENT

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:

Technical Setup

INDUCTION VIDEOS

OVERVIEW

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.

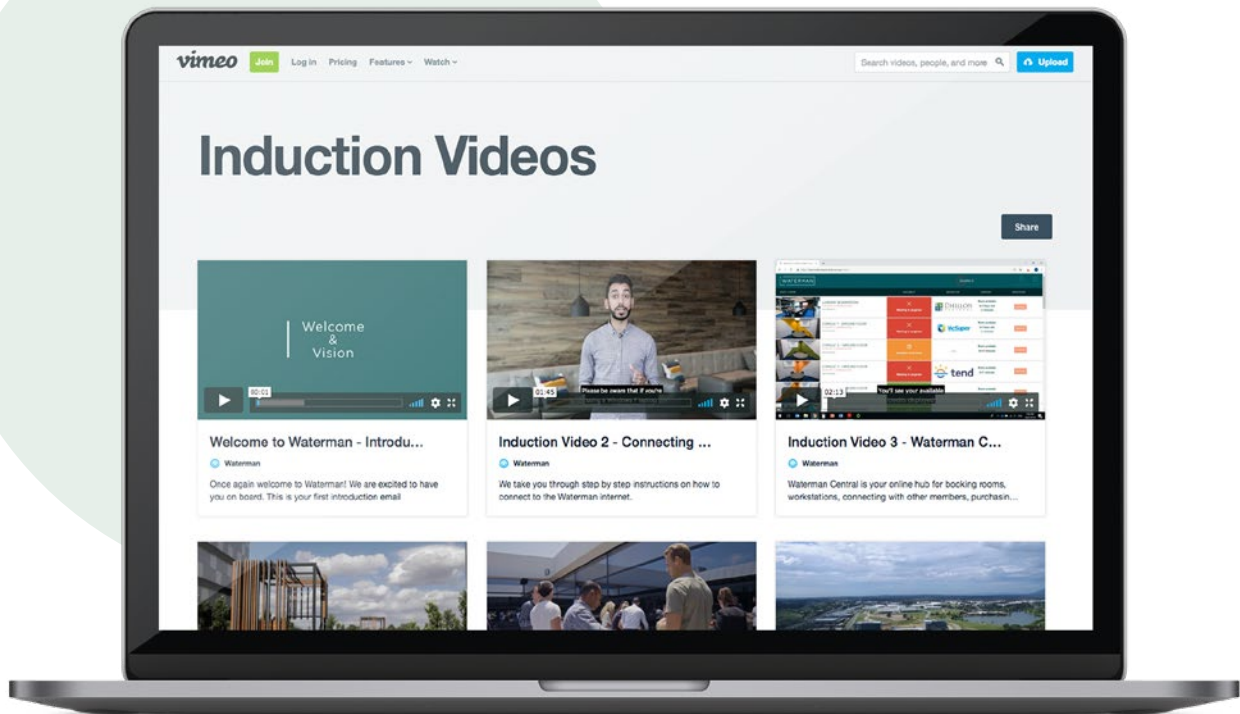
VIDEOS

URL

vimeo.com/showcase/5792664

Password

WatermanWelcome



INTERNET SETUP & CREDENTIALS

CONNECTING TO OUR NETWORK

All Waterman members are issued one unique username and password via an email titled 'Your Waterman Credentials'. These credentials give you secure access to Wi-Fi, on-demand printing services and our member portal, Waterman Central.

New employees will need to be added as a contact to your Waterman account to receive these credentials.

You should receive these credentials prior to your handover date. Please reach out to your local Service Team if this isn't the case.

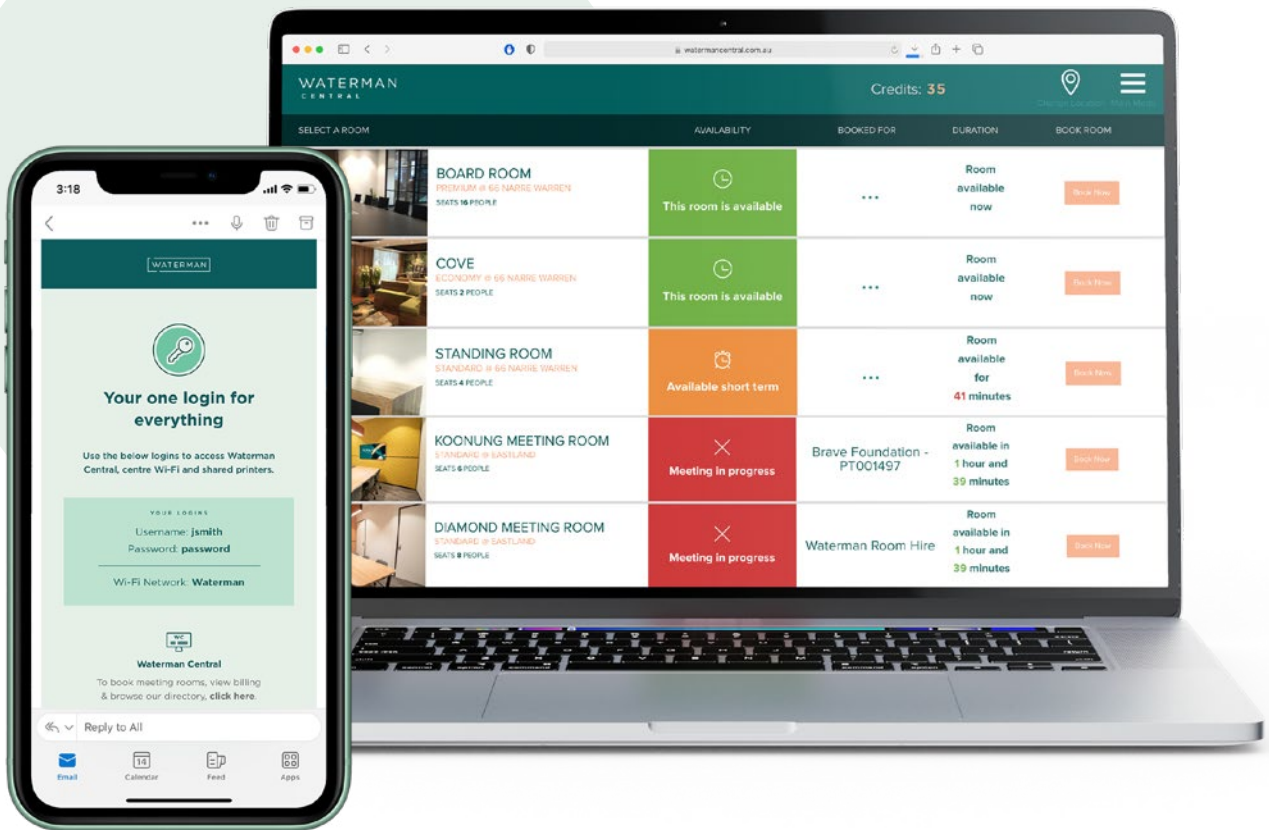
WI-FI INFO

Network name

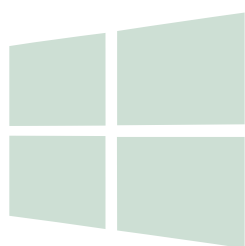
Waterman

Username & Password

Found in 'Your Waterman Credentials' email



PRINTER SETUP (WINDOWS PC)



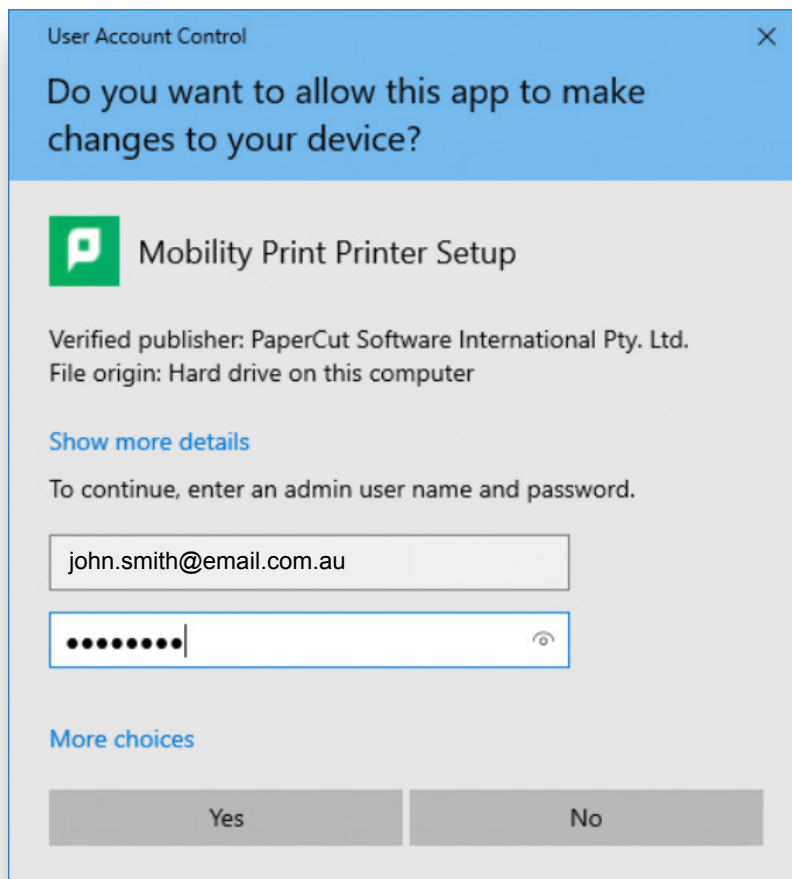
PRINTER SETUP

WINDOWS PC

PRINTER SETUP (WINDOWS PC)

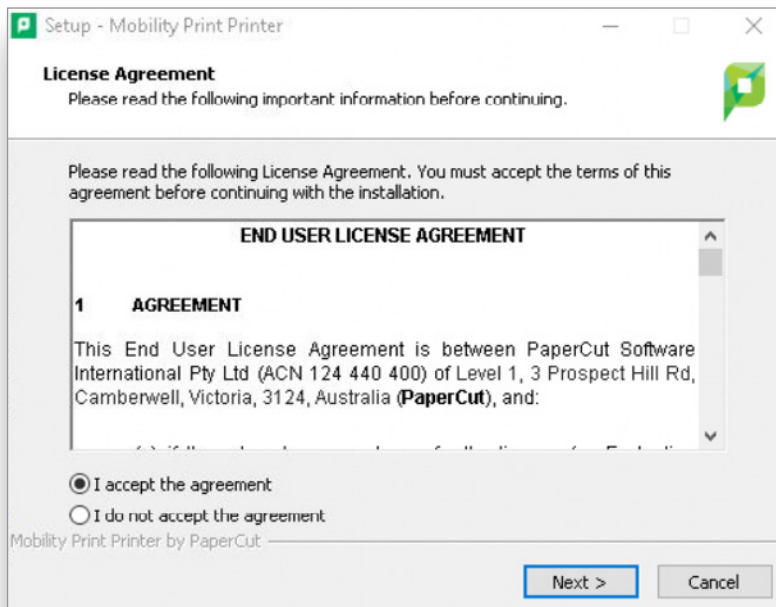
Note: before setting up your Waterman Printer, make sure you are logged in as an administrator and are connected to the Waterman Wi-Fi Network.

- 1 Download and run the **Mobility Print** application found below:
<https://papercut.com/products/ng/mobility-print/download/client/windows/>
- 2 Enter in your **computer username and password**, then click **'Yes'**.

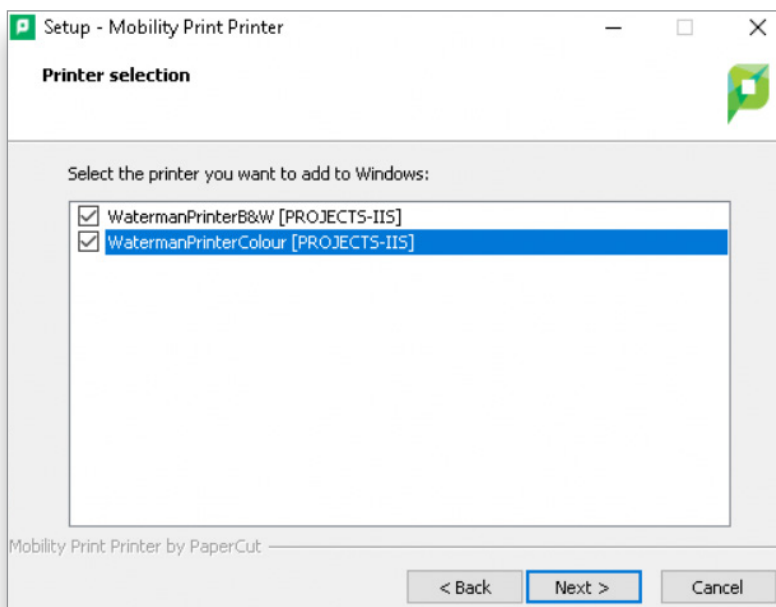


PRINTER SETUP (WINDOWS PC)

- 3 **Accept** the License Agreement then click **'Next'**.

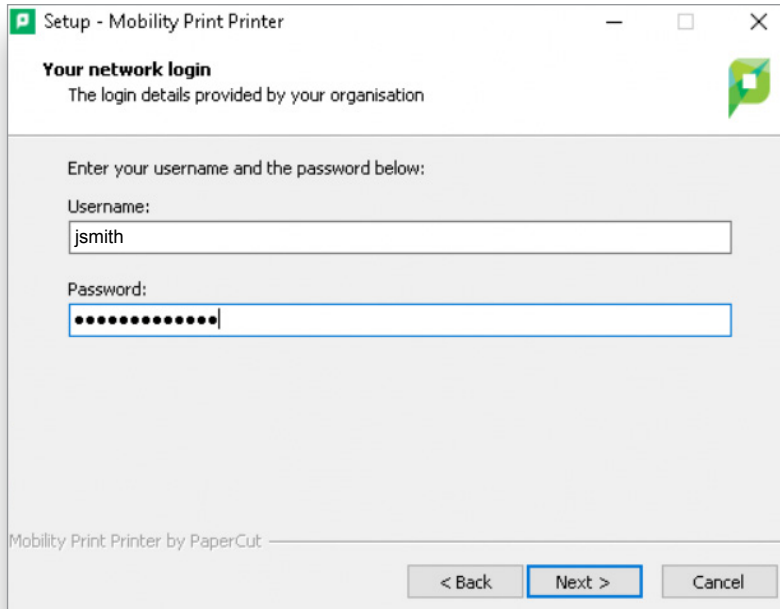


- 4 Tick both the **'WatermanPrinterB&W'** and **'WatermanPrinterColour'** boxes then press **'Next'**.

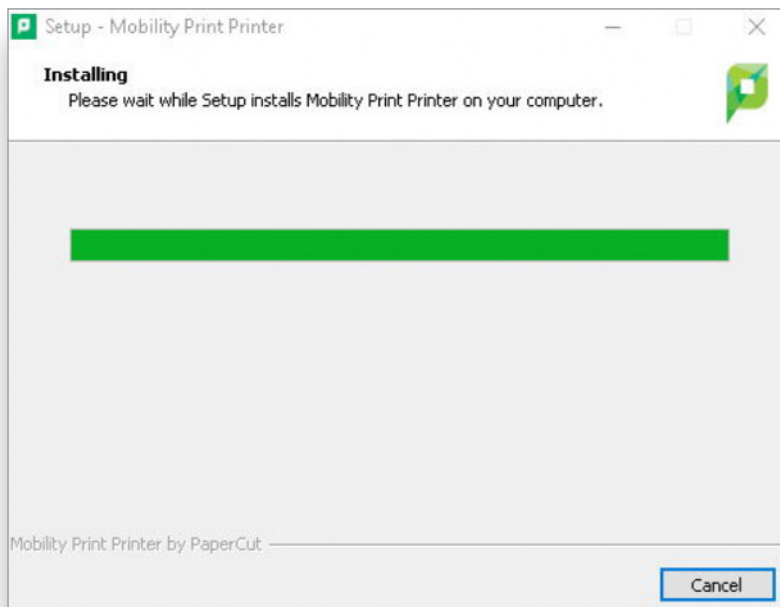


PRINTER SETUP (WINDOWS PC)

- 5 Type in the **PaperCut Credentials** provided in your **onboarding email** and click next.



- 6 Wait for the application to be installed. This may take a few minutes.

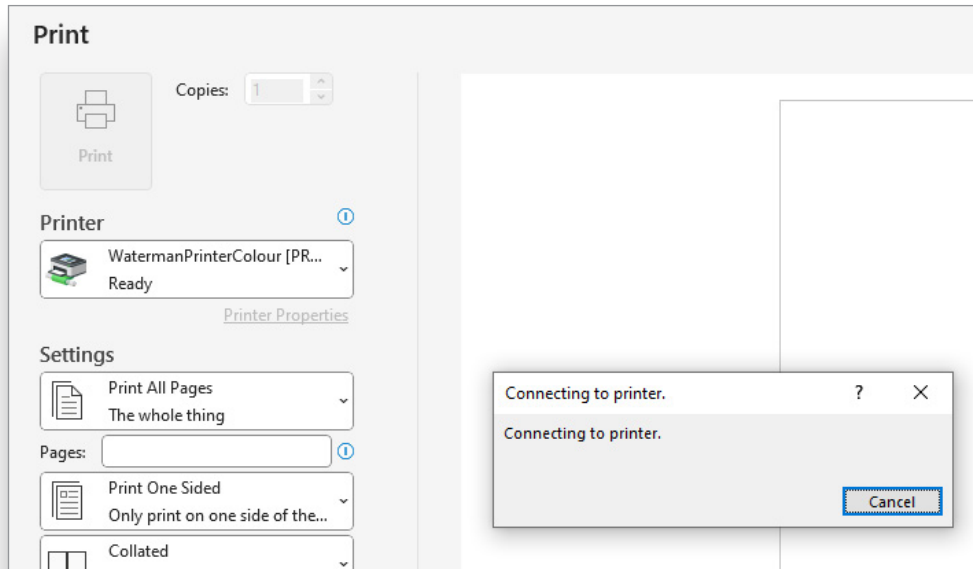


- 7 Click **'Finish'**.

- 8 Well done! Your Waterman Printer is now successfully added and ready to use!

PRINTING YOUR DOCUMENT (WINDOWS PC)

- 1 Open the document you'd like to print and select either '**WatermanPrinterB&W**' or '**WatermanPrinterColour**' the way you normally would.
- 2 Allow your computer to connect to the printer then press '**Print**'. This may take up to a minute.




- 3 Your document can now be released from the Waterman printer.

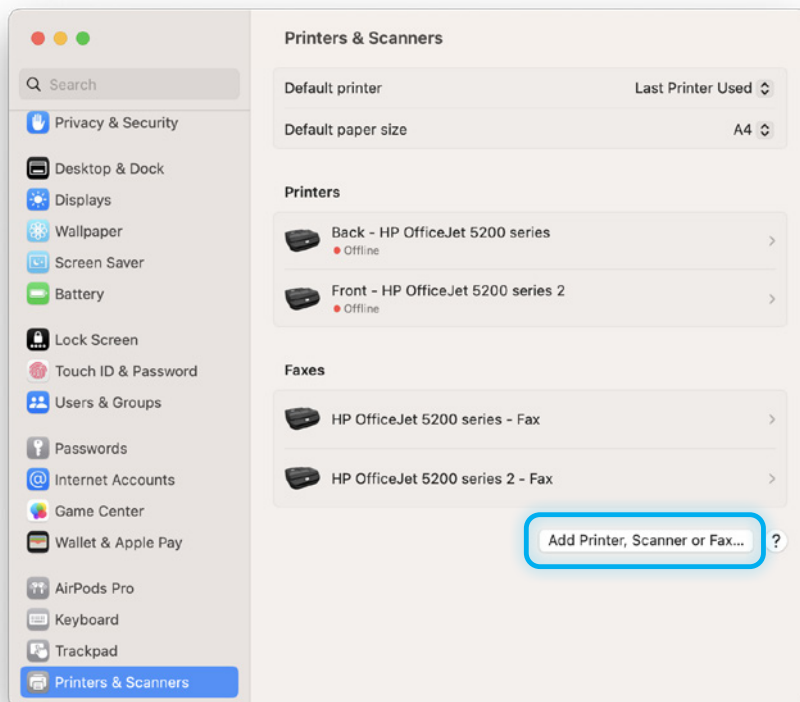


PRINTER SETUP
MAC OS

PRINTER SETUP (MAC OS)

Note: before setting up your Waterman Printer, make sure you are logged in as an administrator and are connected to the Waterman Wi-Fi Network.

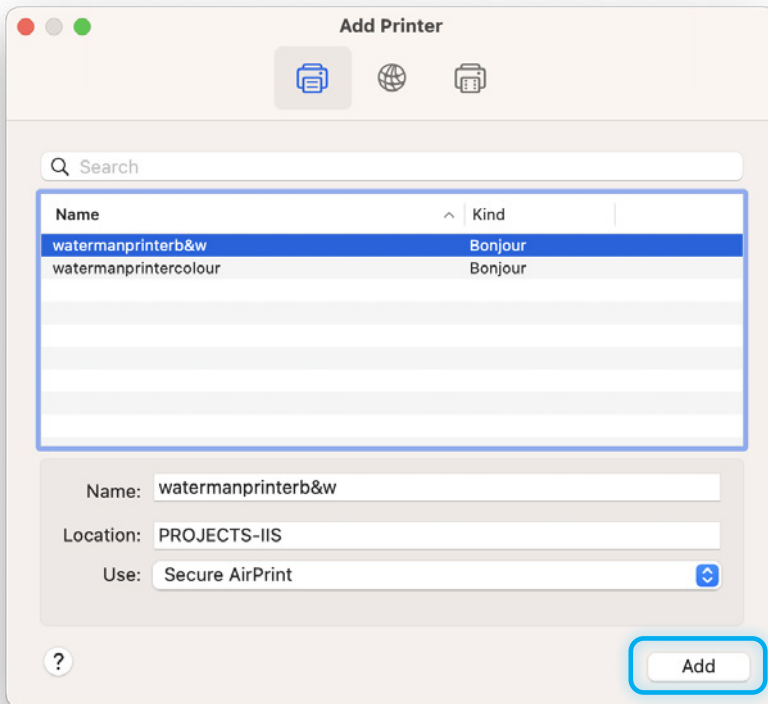
- 1 Open your **System Preferences**  and scroll down to the **'Printers & Scanners'** section
- 2 Click on the 'Add Printer, Scanner or Fax' button



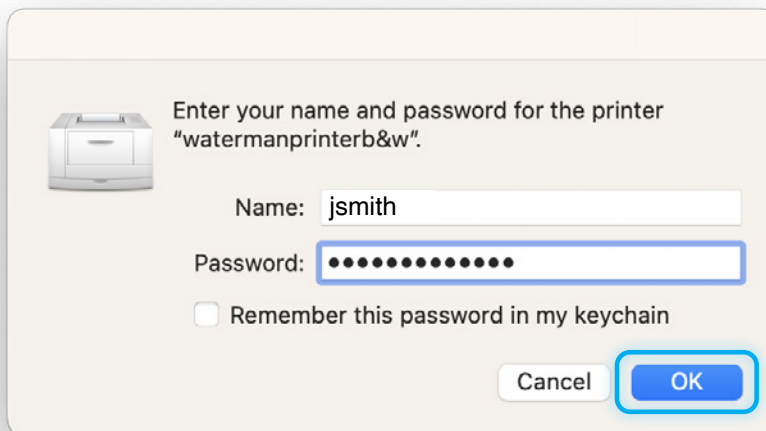
PRINTER SETUP (MAC OS)

- 3 Select either **'watermanprinterb&w'** or **'watermanprintercolour'**, make sure the 'Use' box is set to **'Secure AirPrint'** then press the **'Add'** button.

(If you cannot set the 'Use' box to 'Secure AirPrint', close the dialog box then disconnect and reconnect to the 'Waterman' Wi-Fi network.)



- 4 If prompted, enter in your Waterman printing credentials then click **'OK'**.



- 5 Repeat Steps 1 through 4 to add the second Waterman printer to your settings.

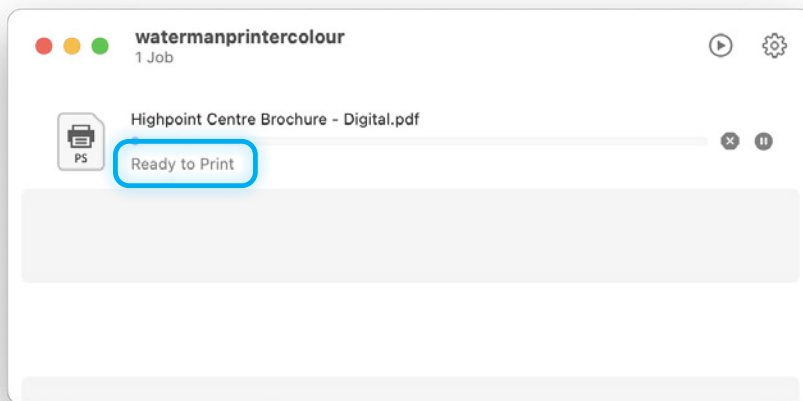
- 6 Well done! Your Waterman printer is now successfully added and ready to use!

PRINTING YOUR DOCUMENT (MAC OS)

- 1 Open the document you'd like to print and send it to either **'watermanprinterb&w'** or **'watermanprintercolour'** the way you normally would.
- 2 Your document should be marked as **'Ready to Print'** in the Print Queue when it is ready to be released from the Waterman printer with your access pass.

If your print job is marked as 'Held for Authentication':

- Click the retry icon (the icon with the rounded arrow in it).
- Re-type the username and password provided by Waterman in your onboarding email.



SECTION 3:

Occupational Health & Safety

OH&S DOCUMENTS

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>

WATERMAN NARRE WARREN

66 Victor Crescent, Narre Warren 3805



LEGEND









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

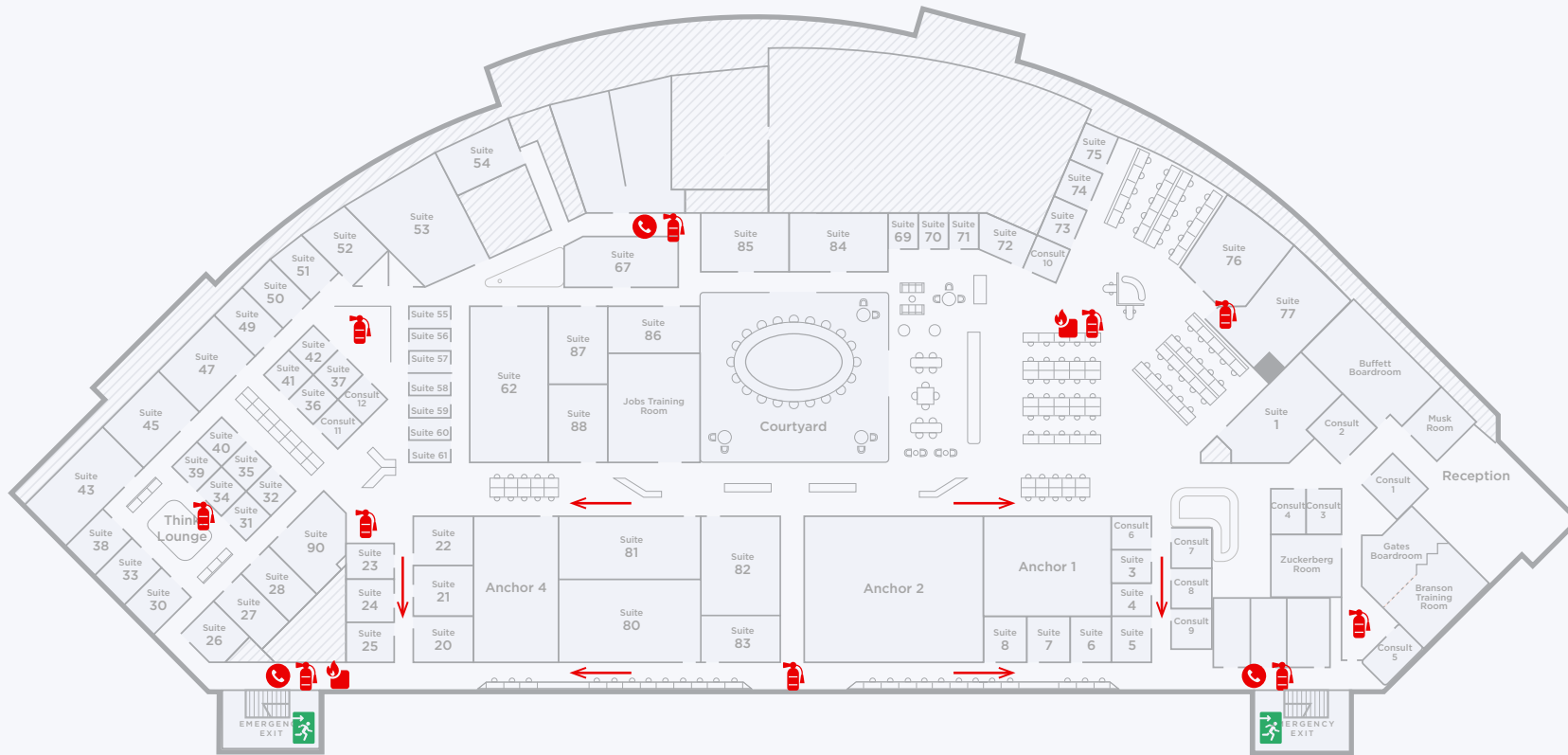
In case of emergency, please call 000

WATERMAN CHADSTONE

1341 Dandenong Road, Chadstone 3148

LEGEND

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



In case of emergency, please call 000









WATERMAN CARIBBEAN PARK — GROUND

44 Lakeview Drive, Scoresby 3179

LEVEL — GROUND



LEGEND

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



In case of emergency, please call 000









WATERMAN CARIBBEAN PARK — LEVEL 1

44 Lakeview Drive, Scoresby 3179

LEVEL — ONE



LEGEND

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



In case of emergency, please call 000

WATERMAN CARIBBEAN PARK — LEVEL 2

44 Lakeview Drive, Scoresby 3179

LEVEL — TWO



LEGEND

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



In case of emergency, please call 000

WATERMAN CARIBBEAN PARK — LEVEL 3

44 Lakeview Drive, Scoresby 3179

LEVEL — THREE



LEGEND

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



In case of emergency, please call 000



Waterman Eastland
 Level 3, Eastland Shopping Centre,
 175 Maroondah Highway,
 Ringwood 3134

EMERGENCY NUMBERS

EMERGENCY SERVICES



EMERGENCY PROCEDURES

STAGE 1:

When the 'BEEP' alert signal sounds or danger is present

- Be aware of a possible emergency involving the building.
- All Wardens report to the Warden Assembly Point.
- If instructed, Wardens are to search their area for possible danger.
- Only attempt to extinguish a fire if trained, and it is safe to do so.

STAGE 2:





When the 'WHOOOP' evacuation signal sounds or danger is present

- Wardens are to commence evacuating their floor or area immediately.
- Occupants evacuate via the nearest emergency exit. DO NOT USE LIFTS.
- Once outside the building, all persons are to move to and remain at the External Assembly Area.

ASSEMBLY AREA





-  Fire Extinguisher
-  Fire Hose
-  Emergency Exit
-  Fire Hydrant

Waterman Richmond

Level 1, 678 Victoria Street,
Richmond VIC 3121

EMERGENCY NUMBERS

EMERGENCY SERVICES



EMERGENCY PROCEDURES

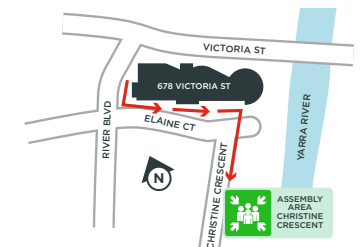
STAGE 1:
When the 'BEEP' alert signal sounds or danger is present

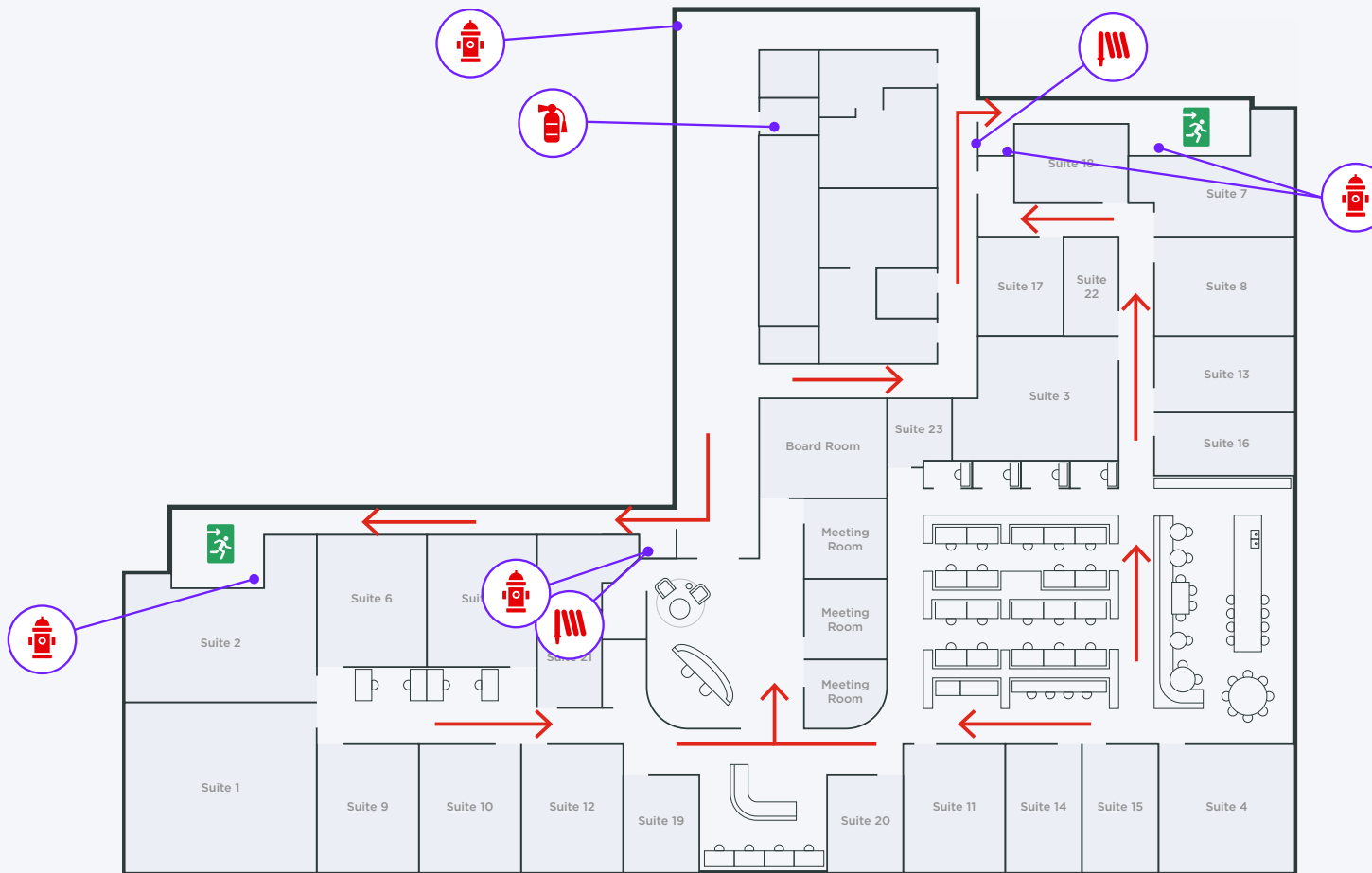
- Be aware of a possible emergency involving the building.
- All Wardens report to the Warden Assembly Point.
- If instructed, Wardens are to search their area for possible danger.
- Only attempt to extinguish a fire if trained, and it is safe to do so.





STAGE 2:
When the 'WHOOOP' evacuation signal sounds or danger is present

- Wardens are to commence evacuating their floor or area immediately.
- Occupants evacuate via the nearest emergency exit. DO NOT USE LIFTS.
- Once outside the building, all persons are to move to and remain at the External Assembly Area.

ASSEMBLY AREA





-  Fire Extinguisher
-  Fire Hose
-  Emergency Exit
-  Fire Hydrant

Waterman Bundoora

Level 2, 1 Janefield Drive,
Bundoora VIC 3083

EMERGENCY NUMBERS

EMERGENCY SERVICES



EMERGENCY PROCEDURES

STAGE 1:
When the 'BEEP' alert signal sounds or danger is present

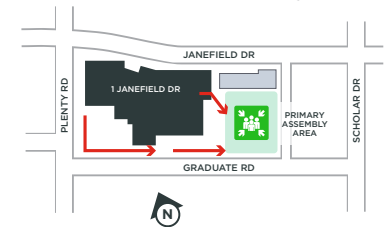
- Be aware of a possible emergency involving the building.
- All Wardens report to the Warden Assembly Point.
- If instructed, Wardens are to search their area for possible danger.
- Only attempt to extinguish a fire if trained, and it is safe to do so.

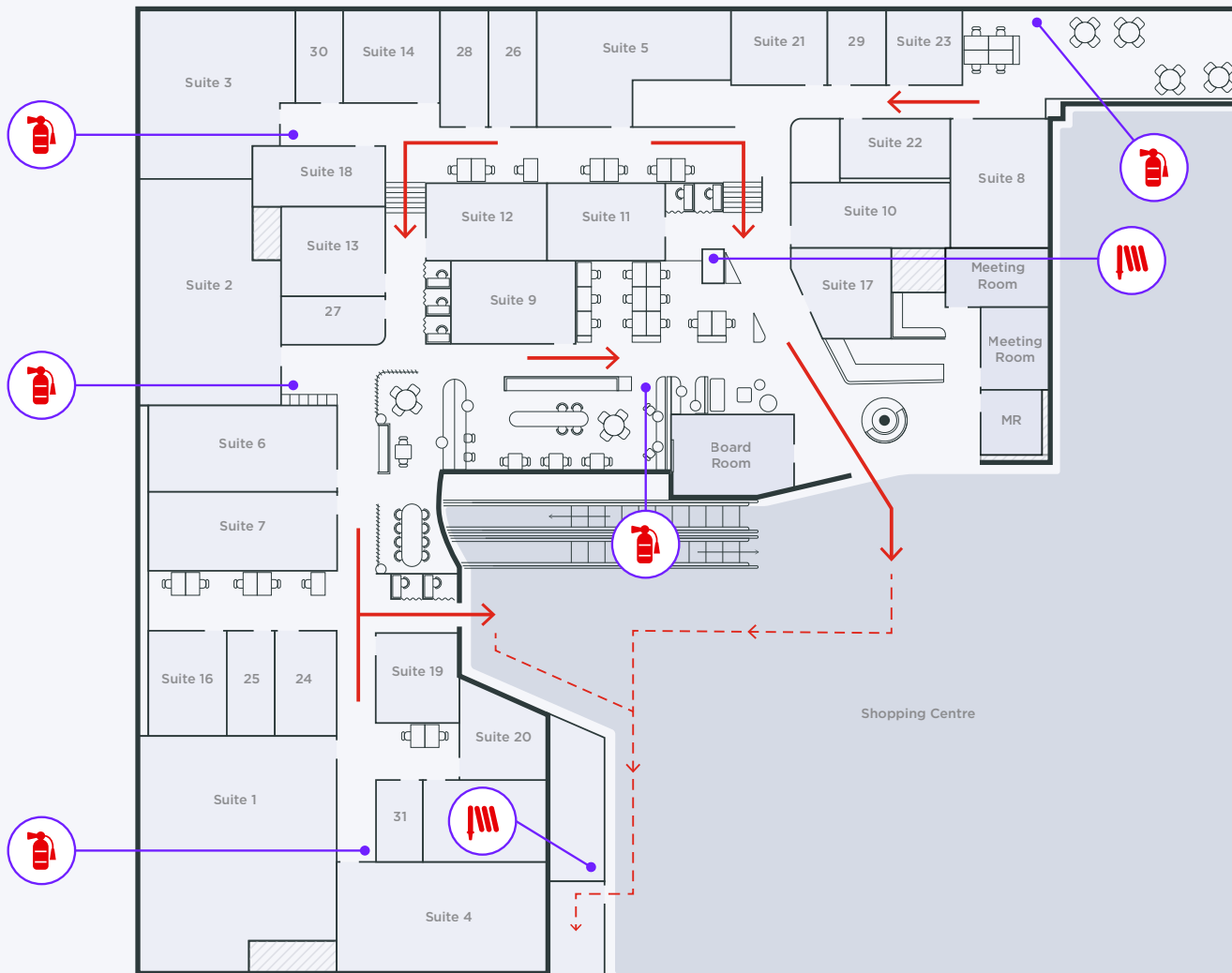
STAGE 2:
When the 'WHOOOP' evacuation signal sounds or danger is present

- Wardens are to commence evacuating their floor or area immediately.
- Occupants evacuate via the nearest emergency exit. **DO NOT USE LIFTS.**
- Once outside the building, all persons are to move to and remain at the External Assembly Area.

ASSEMBLY AREA

Carpark opposite centre management





Waterman Camberwell

Level 1, 793 Burke Rd,
Camberwell VIC 3124

EMERGENCY NUMBERS

EMERGENCY SERVICES



EMERGENCY PROCEDURES

STAGE 1: When the 'BEEP' alert signal sounds or danger is present:

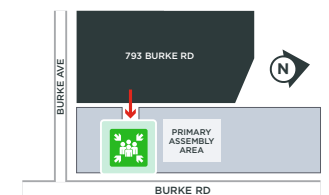
- Be aware of a possible emergency involving the building.
- All Wardens report to the Warden Assembly Point.
- If instructed, Wardens are to search their area for possible danger.
- Only attempt to extinguish a fire if trained, and it is safe to do so.

STAGE 2: When the 'WHOOOP' evacuation signal sounds or danger is present:

- Wardens are to commence evacuating their floor or area immediately.
- Occupants evacuate via the nearest emergency exit. DO NOT USE LIFTS.
- Once outside the building, all persons are to move to and remain at the External Assembly Area.

ASSEMBLY AREA

Walkway to shops via Burke Road



SECTION 4:

Centre Maps

WATERMAN NARRE WARREN

66 Victor Crescent, Narre Warren 3805



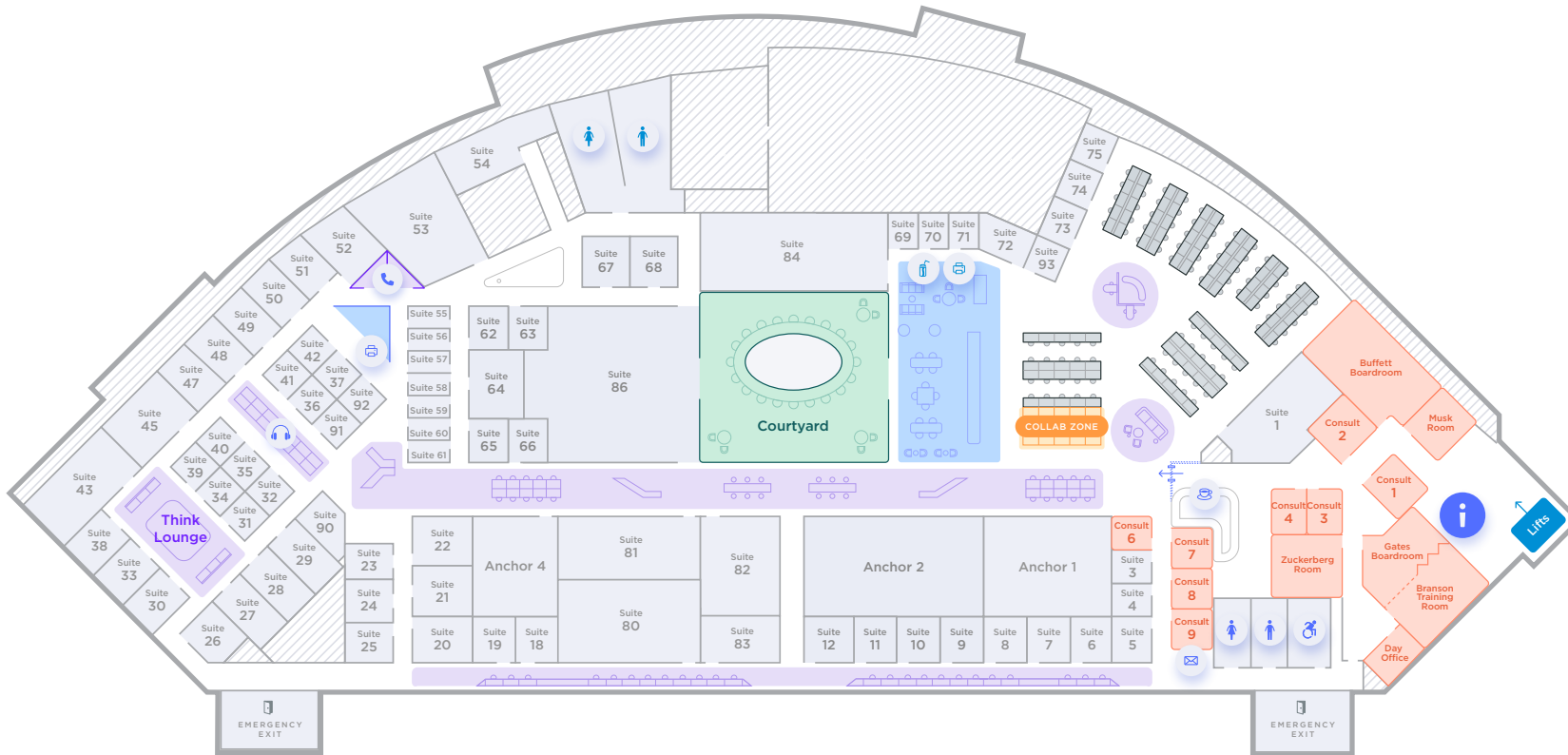
LEGEND

- Bookable Spaces
- Workstations & Breakout Spaces
- Outdoor Spaces
- Dedicated Desks
- Amenities
- Collaboration Zone
- Reception
- Print Station
- Vending Machine
- Phone Booth
- Toilets
- Mailboxes
- Lockers
- Stairs
- Coffee Bar

Need more help finding your way? Ask our friendly service team and they can help – (03) 8782 3777

WATERMAN CHADSTONE

1341 Dandenong Road, Chadstone 3148



LEGEND

- Bookable Spaces
- Workstations & Breakout Spaces
- Outdoor Spaces
- Dedicated Desks
- Amenities
- Collaboration Zone
- i Reception
- P Print Station
- V Vending Machine
- ☎ Phone Booth
- ♿ Toilets
- M Mailboxes
- L Lockers
- S Stairs
- C Coffee Bar

Need more help finding your way? Ask our friendly service team and they can help – (03) 8782 3777

WATERMAN CARIBBEAN PARK — GROUND

44 Lakeview Drive, Scoresby 3179



LEVEL — GROUND

- G
- 1
- 2
- 3

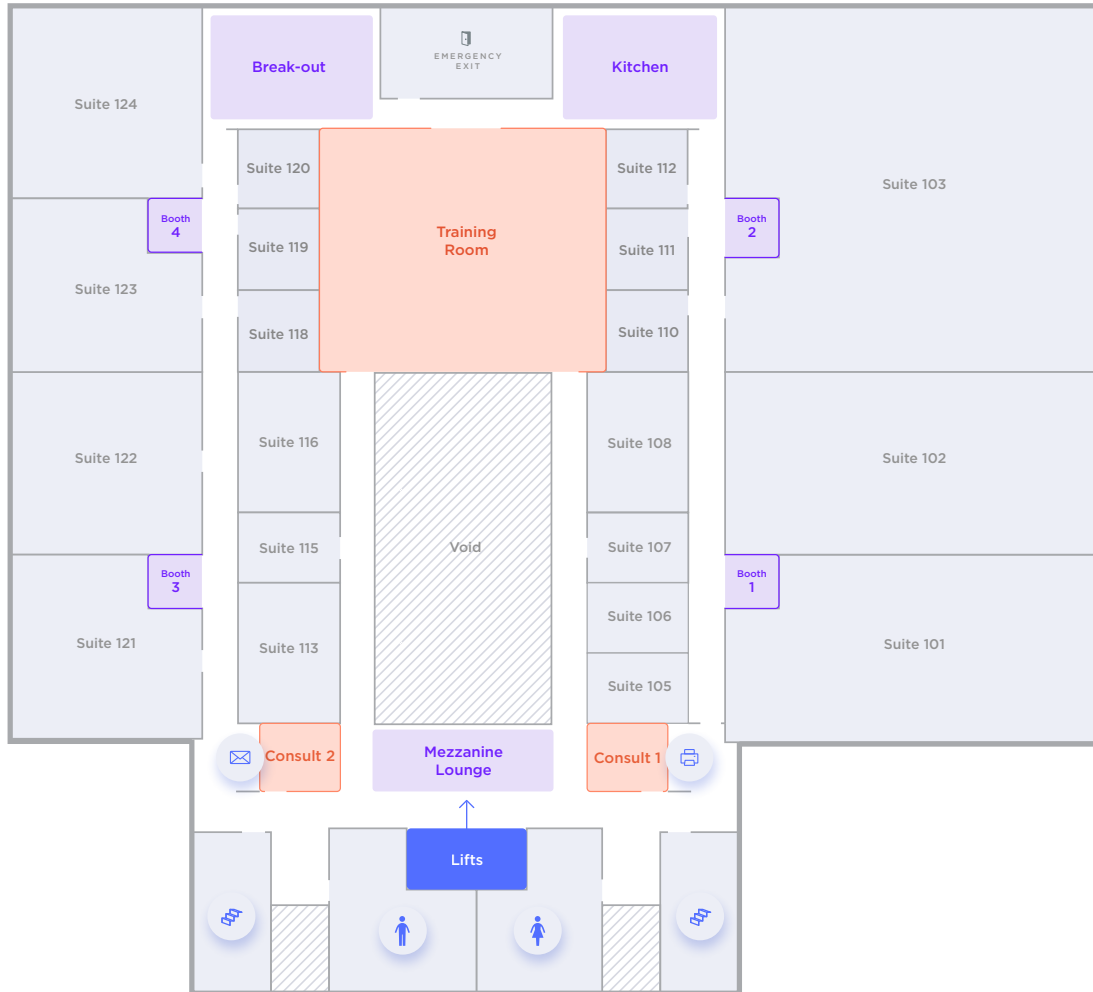
LEGEND

- Bookable Spaces
- Workstations & Breakout Spaces
- Outdoor Spaces
- Dedicated Desks
- Amenities
- Collaboration Zone
- Reception
- Print Station
- Vending Machine
- Phone Booth
- Toilets
- Mailboxes
- Lockers
- Stairs
- Coffee Bar

Need more help finding your way? Ask our friendly service team and they can help — (03) 8782 3777

WATERMAN CARIBBEAN PARK — LEVEL 1

44 Lakeview Drive, Scoresby 3179



Need more help finding your way? Ask our friendly service team and they can help — (03) 8782 3777

LEVEL — ONE

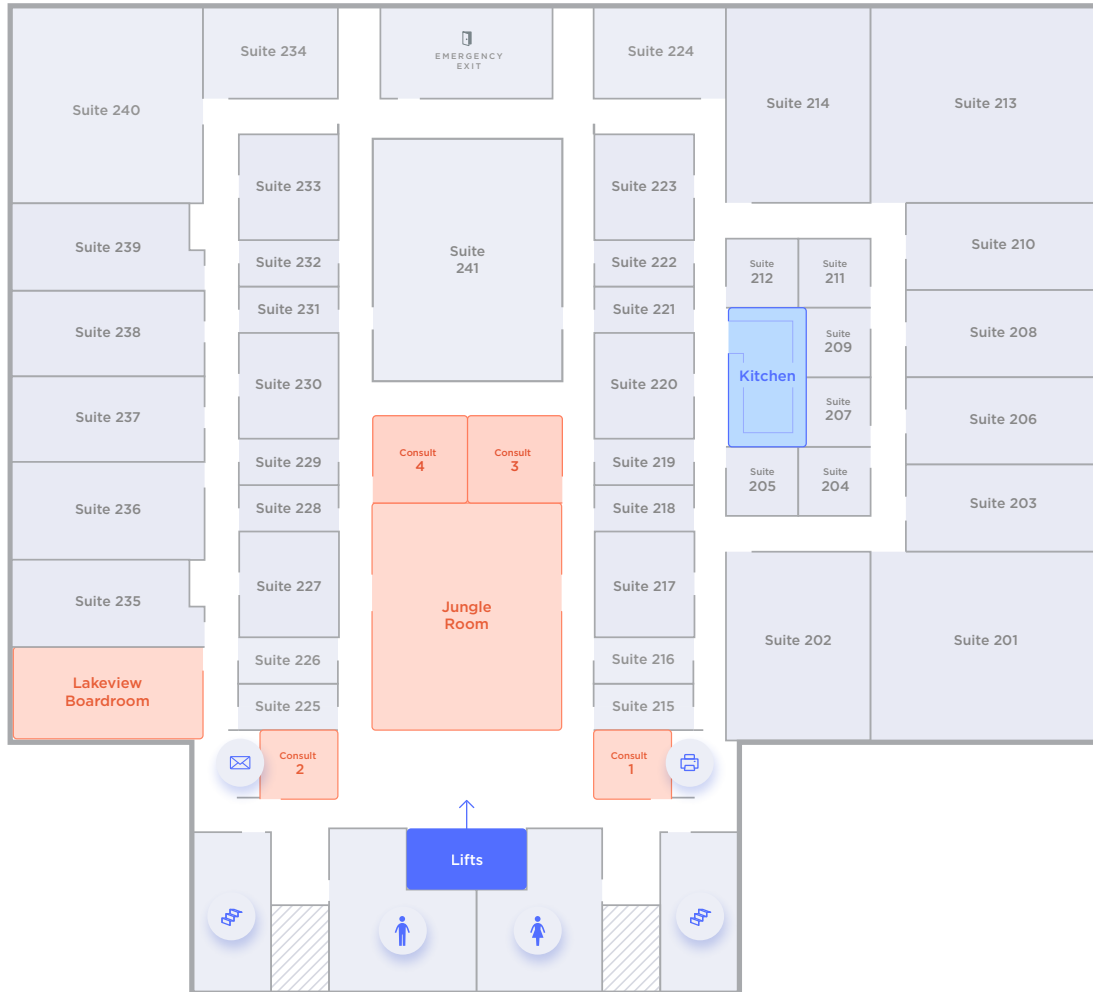
- G
- 1
- 2
- 3

LEGEND

- Bookable Spaces
- Workstations & Breakout Spaces
- Outdoor Spaces
- Dedicated Desks
- Amenities
- Collaboration Zone
- Reception
- Print Station
- Vending Machine
- Phone Booth
- Toilets
- Mailboxes
- Lockers
- Stairs
- Coffee Bar

WATERMAN CARIBBEAN PARK — LEVEL 2

44 Lakeview Drive, Scoresby 3179



Need more help finding your way? Ask our friendly service team and they can help — (03) 8782 3777

LEVEL — TWO

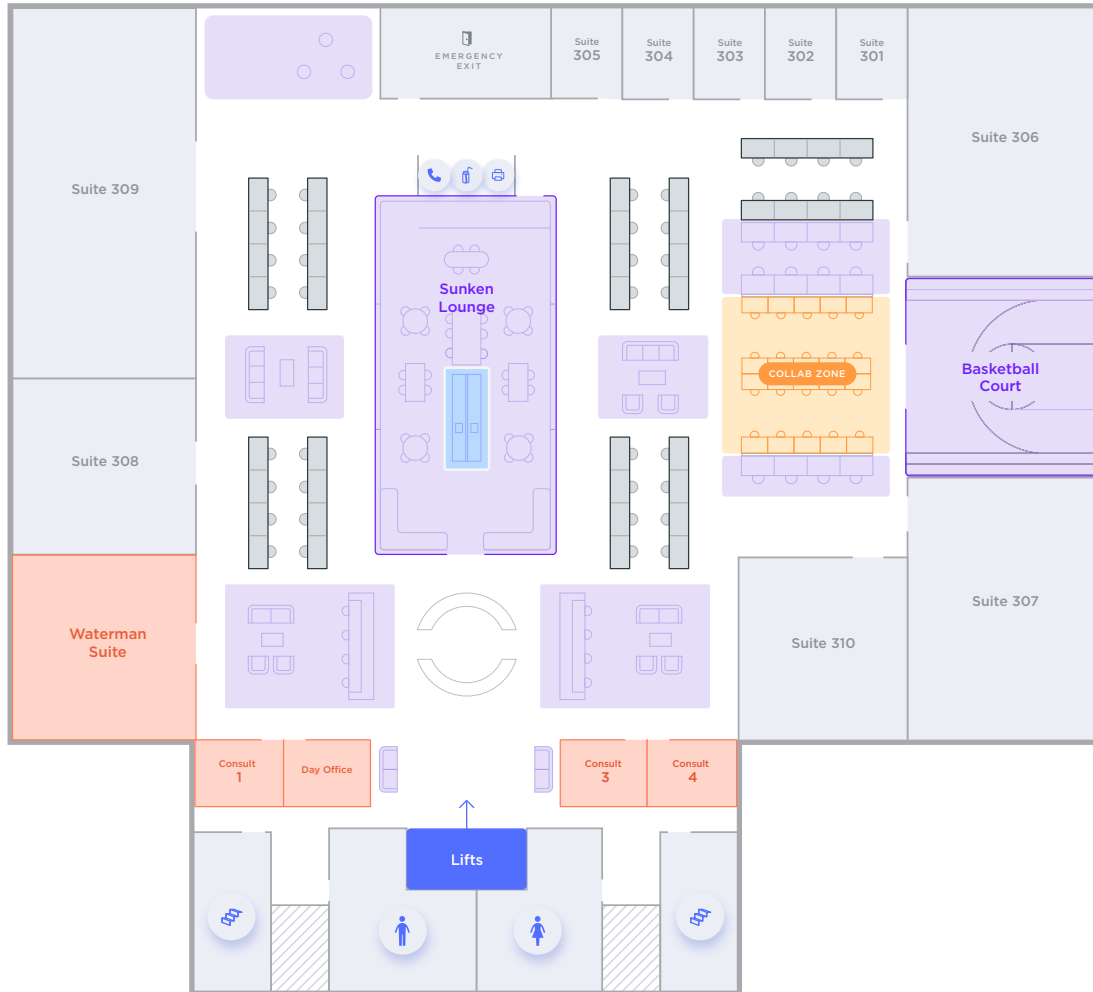
- G
- 1
- 2
- 3

LEGEND

- Bookable Spaces
- Workstations & Breakout Spaces
- Outdoor Spaces
- Dedicated Desks
- Amenities
- Collaboration Zone
- i Reception
- 🖨️ Print Station
- 📄 Vending Machine
- ☎️ Phone Booth
- 🚻 Toilets
- 📧 Mailboxes
- 🔒 Lockers
- 🚪 Stairs
- ☕ Coffee Bar

WATERMAN CARIBBEAN PARK — LEVEL 3

44 Lakeview Drive, Scoresby 3179



Need more help finding your way? Ask our friendly service team and they can help — (03) 8782 3777

LEVEL — THREE

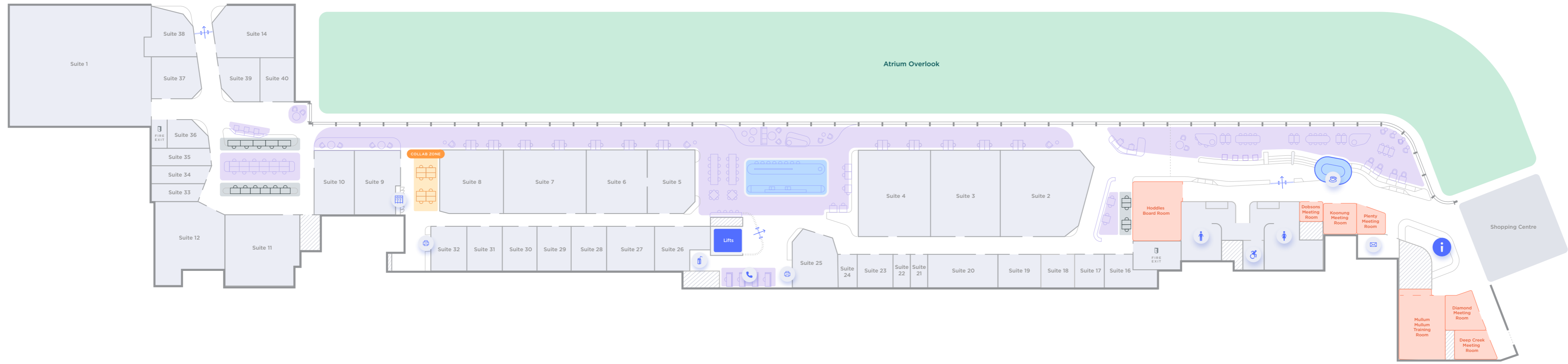
- G
- 1
- 2
- 3

LEGEND

- Bookable Spaces
- Workstations & Breakout Spaces
- Outdoor Spaces
- Dedicated Desks
- Amenities
- Collaboration Zone
- i Reception
- 🖨️ Print Station
- 📄 Vending Machine
- ☎️ Phone Booth
- ♿️ Toilets
- ✉️ Mailboxes
- 🔒 Lockers
- 🚪 Stairs
- ☕ Coffee Bar

WATERMAN EASTLAND

175 Maroondah Highway, Ringwood 3134



Need more help finding your way? Ask our friendly service team and they can help – (03) 8782 3777

LEGEND

- Bookable Spaces
- Workstations & Breakout Spaces
- Atrium Overlook
- Dedicated Desks
- Amenities
- Collaboration Zone
- Reception
- Print Station
- Vending Machine
- Phone Booth
- Toilets
- Mailboxes
- Lockers
- Stairs
- Coffee Bar

WATERMAN RICHMOND

678 Victoria Street, Richmond VIC 3121



Need more help finding your way? Ask our friendly service team and they can help – (03) 8782 3777

LEGEND

- Bookable Spaces
- Workstations & Breakout Spaces
- Outdoor Spaces
- Dedicated Desks
- Amenities
- Collaboration Zone
- Reception
- Print Station
- Vending Machine
- Phone Booth
- Toilets
- Mailboxes
- Lockers
- Stairs
- Coffee Bar

WATERMAN BUNDOORA

1 Janefield Drive, Bundoora VIC 3083



Need more help finding your way? Ask our friendly service team and they can help – (03) 8782 3777

LEGEND

- Bookable Spaces
- Workstations & Breakout Spaces
- Outdoor Spaces
- Dedicated Desks
- Amenities
- Collaboration Zone
- Reception
- Print Station
- Vending Machine
- Phone Booth
- Toilets
- Mailboxes
- Lockers
- Stairs
- Coffee Bar

WATERMAN CAMBERWELL

Level 1/793 Burke Rd, Camberwell VIC 3124



LEGEND

- Bookable Spaces
- Workstations & Breakout Spaces
- Outdoor Spaces
- Kitchen/Dining
- i Reception
- ✉ Mailboxes
- 🗄️ Lockers

Need more help finding your way? Ask our friendly service team and they can help – (03) 8782 3777

If you have any questions about anything outlined in this handbook or want to know more about any of the centres, please contact us on service@waterman.com.au

