

# Member Handbook

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Last Updated March 2026

*Document uncontrolled if printed or stored offline*

Welcome to Hethel Engineering Centre! Please find this document as your guide to the site, our services and facilities. If you have any questions at any point, about anything at all, please get in touch.

## Centre Details

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### Address

Hethel Engineering Centre, Chapman Way  
Hethel  
Norwich  
Norfolk  
NR14 8FB

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### Reception and Hethel Site Team Hours

Mon-Fri: 08:30-17:00

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### Building Access

24/7 through fob system

Main Doors Opening Hours: Mon-Fri 08:30-17:00

Rear Gate Opening Hours: 07:00-18:30

During Bank Holidays the site team will be off site and all doors, and gates closed

# Contact Details

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Operations Manager:

Jeremy Seville

 01953 859 665

 [jseville@hethelinnovation.com](mailto:jseville@hethelinnovation.com)

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Operations Coordinator:

Rob Potter

 01953 425143 (ext. 643)

 [rpotter@hethelinnovation.com](mailto:rpotter@hethelinnovation.com)

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Reception:

Dan Channell

 01953 859 100 (ext. 100) | 01953 687 301 (Direct dial)

 [reception@hethelcentre.com](mailto:reception@hethelcentre.com)

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Sales Operation Manager:

Chris Parker

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Sales Manager:

Valentino Caridi

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 [vcaridi@hethelinnovation.com](mailto:vcaridi@hethelinnovation.com)

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# Foreword from your Ops Manager

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Welcome to Hethel Engineering, our Centre of Excellence. We're excited to welcome you to a community focused on innovation, collaboration, and ongoing improvement. By joining us, you'll connect with others who are eager to share knowledge, improve best practices, and make a real difference in your industry.

We believe that working together leads to excellence. Here, you'll be able to share ideas, gain useful insights, take part in projects and join us at internal events that help shape our industry's future. Your experience and viewpoint are valuable to our shared goals.

Our team at Hethel Innovation is here on site to support you however you need. We have extensive experience and knowledge in all areas of our business, an open-door policy, and we're ready to help your company succeed.

We look forward to working with you, learning from each other, and reaching new levels of excellence together.

Welcome aboard.

**Jeremy Seville**  
Operations Manager



# The Site Team

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**Jeremy Seville**  
Operations Manager



**Dan Channell**  
Customer Experience Coordinator



**Rob Potter**  
Operations Coordinator



**Valentino Caridi**  
Sales Manager



**Adam Killett**  
Maintenance Technician



**Chris Parker**  
Sales Operation Manager



**Phoebe Buxton**  
Property Development Manager

## Facilities on Site

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### Business Support

As a new member of Hethel Innovation, you get access to our team of Innovation Advisors who are here to support your business. Our mission at Hethel Innovation is to help growth-minded businesses succeed through the delivery of flexible and supportive incubation, which is where our Business Development team step in.

We take pride in offering bespoke support to each organisation we interact with. Our experienced team are able to provide impartial advice and feedback on a variety of topics – be it a challenge you have, a member



you would like to be introduced to, a product you would like support with developing, or even a new business idea.

We're a friendly bunch so please drop by our HIL site office to meet us. If you'd like to find out any more information about how we can support, please drop by the office or contact our Innovation Manager.



## Communal Spaces

Hethel contains a lot of communal space available to members. One of our proudest features is the coffee forum, where we offer free tea and coffee to everyone on site. Bring a mug, grab a drink and you never know who you might bump into! We offer regular coffee, decaf and a wide range of teas. There is also space to sit and have your lunch, an impromptu meeting or just to have a break.

There are also two kitchenettes available on site, one in Phase 1 and one in Phase 3. These both contain sinks and fridges available for communal use.

## Maintenance Issues

Any problems in your unit, just let us know! You can call us, drop into the office, speak to reception, email us, or go direct to our maintenance reporting system [here!](#)

## Reception Services

Our Reception team is here to help. Not only do we take care of your visitors for you, but if you wish we can also act as a phone answering team for your business. We're happy to field calls and pass them through or take messages. Whatever works best for you and your business.

If you want us to greet and work with your visitors in a particular way, whether that be providing a briefing for your workshop space or a particular sign in process. Please just let us know and we'll do our best to implement it.

We can also print, copy, scan, and bind documents for you, and we keep a small supply of stationery on site too. Please just ask and we'll see where we can help.

## Conference Spaces

Conference spaces are located in Phase 1 of the building and are available to hire for members. Please get in touch with Reception should you want to book any of these spaces or alternatively you can use Skedda, our online booking system. Get in touch and we can get you set up. We can also provide catering services through various suppliers so please ask us for some details on that and we'd be happy to help.

One of the discretionary services we offer on site is an allocation of free meeting room hire each month. Currently this offer is 5hrs free per month, per leased unit, up to 10hrs max. After this meeting rooms are charged at a discounted rate to members.

## Post

Post is also handled by Reception. We have a dedicated postal space on site – the first door on the left as you enter the corridor leaving Reception. This contains shelving for parcels as well as post boxes where your letters will be delivered. If you wish to send post out, we can help there too, just bring us your letter or parcel and we can send that out for you at cost. For a list of pricing on postage, please speak to our Reception team.

If you have anything large arriving and would like it sent round to your unit (if you are in a workshop), then just let us know and we can send the courier to you.

## Toilets and Showers

Toilets and showers are located across site and are for all members to use. If you notice any issues with any of these spaces, please inform the Site Team as soon as possible so we can rectify any problems.

## Waste

Waste services are available in the service yard at the rear of the building. There are general waste and recycling bins available, as well as a skips for general, wood and metal waste. Hethel Innovation manages these and organises their collection.

Hazardous waste and WEEE waste are also organised by the Site Team. This is a less frequent collection and we do this communally to reduce the costs to members across site. Please get in touch with the Site Team and we can help get this organised for you.



## Car Parking

Car parking is available across site, with two main car parks for personal vehicles to be left. Spaces are not currently allocated. There are also disabled bays available should they be needed.

To the rear of workshops connected to the service yard there are also bays, these are again not currently allocated but we do ask that you park outside your own unit and communicate with your neighbours if you have any operations affecting this.

## Accessibility

The site has several disabled bays in both main car parks and the main entrance doors on site are accessible by wheelchair. We have disabled bathrooms across all three phases and emergency call systems are linked to the central reception which is monitored during normal working hours. Lifts are also available for access to the Phase 3 1st Floor Offices.

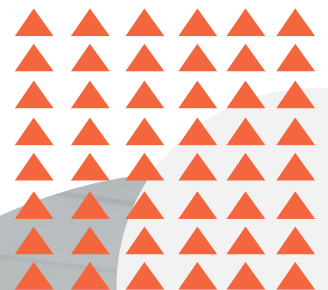
Please get in touch if you have any concerns about accessibility and we'll do our best to assist.

## Your Unit

### Alterations to your Unit

All changes to units are at the Site Team's discretion. It is our responsibility to appropriately steward this site and so we need to keep track of changes to units. There is a process for informing us of any proposed changes and we ask you to get in touch with us, so we can discuss and provide you with our Alterations Form which will need filling out prior to any work commencing.

Remember, all contractors brought in by members on site are the responsibility of that member and Hethel Innovation bears no responsibility for them.



# The Alterations Process

## 1 Contact the Site Team

Get in touch with the Site Team to discuss what you'd like to do to your unit. We can help advise on what is and isn't possible, what other members have done, or put you in touch with contractors

*HIL can organise and arrange alterations to units, including quoting and liaising with contractors, accessing units, signing off on work and project management. This is an end to end service we offer so get in touch for a quote!*

## 2 Fill in the alterations form

Once we are comfortable with what you are looking to do, we will send through the alterations form, which needs filling in with details of the work contractors etc. We can of course help fill this in too if needed.

Any questions about alterations just ask!

## 3 Complete the work

Once we have received the form and you've had written approval, the work can go ahead. Do keep us in the loop as we can help with things like access to units for contractors if required.

## 4 Get it signed off

Once the work is done and any regulatory bodies have approved it (i.e. building control). Get back in touch with us as we will also need to approve the work from our side. We will then make a note of the changes on our register and whether they need to be reverted upon returning the unit to Hethel.

## Cleaning

Cleaning can be provided by our on site cleaning contractor, the cost of which is dependent on the size of your unit and amount of cleaning you are looking for. Please get in touch with the Site Team if this is something you are looking to implement.

Unfortunately, we do not allow external cleaning companies on site as this is a managed service by us, and something we need to control due to access rights to the building.

## Electrics

All units on site are provided standard 240V plugs for use, in some workshops and some offices there is also provision for three-phase power. If this is something your space does not currently have and are interested in, please let us know and we can assist in arranging the works.

Workshops and Phase 3 offices contain their own distribution boards and Phase 1 offices are controlled from a central board on site. If you have any problems, please get in touch with the Site Team.

## Heating / Cooling

All heating units on site are maintained by Hethel and our contractor team. This means that we will require access to the units across the year in order to perform essential maintenance and repairs.

If you have any issues with your heating/cooling in your units, please get in touch with the Site Team.

### **Phase 1 Office**

Heating in Phase 1 offices is controlled via AC units installed in the ceilings. The controls for these units are by the main door and instructions for these are provided separately.

### **Phase 1 Workshop**

Phase 1 workshops contain overhead radiant heat panels, controlled by an EMC panel by the main door to the unit. This temperature is controlled remotely by site (20C as standard), so speak to us if you would like it changed. Set it to auto to keep the unit to temperature, or off if you'd like it off. Some units with mezzanines also contain AC units although these are not uniform across site.

## Phase 2 Workshop

Phase 2 workshops contain underfloor heating systems. Separate instructions are provided for these. Some units also contain mezzanine AC units, instructions are provided for these as well.

## Phase 3 Office

Phase 3 offices are heated by AC units, with separate instructions provided. These units do not function if the windows or skylights are open, so please make sure you have these closed and the red lights by the AC unit controller are off as these indicate windows being open.

## Phase 3 Workshop

Phase 3 workshops are heated by overhead radiant heat panels, controlled by the main panel by the door to the unit. Instructions for these are provided separately.

# Ventilation

Workshops on site all have ventilation systems which are controlled through main EMC panel by the door to the unit. These work by monitoring CO2 levels in the unit and (when left on auto) open and close regulate fresh air. We recommend leaving these on auto as increased CO2 levels in a working environment have been linked with decreased cognitive function. This system is maintained by Hethel.

# Security, Access and Fobs

Access to the building is controlled through fob readers on the doors. Communal doors on site are open 08:30 – 17:00, but the building is 24hr access. Provided you have your fob available you will be able to access the building (and your unit) 24hrs a day. The Site Team are present 08:30-17:00 during normal working days but are on call should there be any emergencies.

Fobs are issued for free on your arrival to site and to all new starters. Temporary fobs can be issued if you forget / lose yours but these will be time limited to that day. New fobs cost £5 per fob and will be charged at the end of the month of issue.

All alarms on site are monitored remotely and we have a chain of keyholders who will respond appropriately to any intruder or fire alarm. Keyholder details are at reception if needed. There is also CCTV across site and recordings are kept for around 1 month should they be needed.



## **Phase 1 Office**

Offices in Phase 1 are accessed via the same fobs used for entry to the building and there is a reader next to the door. If you hold the tip of your fob against it the reader will beep and the magnet at the top of the door will unlock.

Next to the reader is a silver button resembling a doorbell. This is your alarm for the unit. In order to set the alarm all windows and doors in the unit must be closed (as well as no-one inside!). If you tap your fob against the reader and hold this button down for a few seconds, you will see a red-light flash on the fob reader. The unit is now alarmed and movement or the opening of doors or windows will trigger the alarm on site and notify both Reception and our remote call centre.

Disarming the alarm is simple too – just tap your fob against the reader and wait for the door to unlock and then lock again. The panel will flash red whilst it does this. Once the door has locked again and the panel has stopped flashing, tap your fob a second time and enter the unit as normal.

## **Phases 1 and 2 Workshops**

Workshops in Phases 1 and 2 are accessed via the same fobs used for entry to the building and there is a reader next to the door. If you hold the tip of your fob against it the reader will beep and the magnet at the top of the door will unlock.

Next to the reader is a silver button resembling a doorbell. This is your alarm for the unit. In order to set the alarm all windows, doors and roller doors in the unit must be closed (as well as no-one inside!). If you tap your fob against the reader and hold this button down for a few seconds, you will see a red-light flash on the fob reader. The unit is now alarmed and movement or the opening of doors or windows will trigger the alarm on site and notify both Reception and our remote call centre.

Disarming the alarm is simple too – tap your fob against the reader and wait for the door to unlock and then lock again. The panel will flash red whilst it does this. Once the door has locked again and the panel has stopped flashing, tap your fob a second time and enter the unit as normal.

Please note: If you enter your alarmed workshop through the roller door, you will trigger the alarm as it can only be disarmed through the corridor entrance.

## Phase 3 Office

Offices in Phase 3 are accessed either with the same fobs used for entry to the building, or with a key, depending on the unit. If there is a reader next the door, hold the tip of your fob against it the reader will beep and the magnet at the top of the door will unlock.

Inside the unit near the door is a white alarm panel. This can be access either with your alarm code or with an alarm fob which we can help arrange should you wish to use this. To arm the unit, you need to enter your code (or use your alarm fob) and choose arm unit from the menu. Once armed you will have 30 seconds to exit the unit before it is armed. All doors, window and skylights must be closed for the arming to work.

Disarming the unit is simple too, when entering through any door you will have 30 seconds to enter your code or use your alarm fob to disarm the alarm.

## Phase 3 Workshops

Workshops in Phase 3 are accessed either with the same fobs used for entry to the building, or with a key, depending on the unit. If there is a reader next to the door, hold the fob against it. The reader will beep and the magnet at the top of the door will unlock.

Inside the unit near the door is a white alarm panel. This can be access either with your alarm code or with an alarm fob which we can help arrange should you wish to use this. To arm the unit, you need to enter your code (or use your alarm fob) and choose arm unit from the menu. Once armed you will have 30 seconds to exit the unit before it is armed. All doors must be closed for the arming to work.

Disarming the unit is simple too, when entering through any door you will have 30 seconds to enter your code or use your alarm fob to disarm the alarm.

## Lighting

Lighting in your unit is monitored by you as the member but managed by Hethel Innovation. If the lights are not working or bulbs have gone, please report it to the Site Team who will arrange to have the issue rectified.

*Please note: any changes to the lighting system made by members become their responsibility to maintain. Please also check the Emergency Lighting section in HSE Responsibilities for more information on your responsibilities.*

## Doors

Doors in your unit are monitored by you as a Member, as well as by Hethel Innovation. They will be maintained by our door contractor on a bi-annual schedule. If any problems occur in the meantime then please report them to the Site Team and we'll do our best to help.



### Workshop Sectional Doors

These are included in your lease agreement and maintained by Members, meaning that any damage incurred or repairs are covered at your cost.

However, in an effort to save all our Members' money, we organise door maintenance collectively.

This means that we as Hethel will organise the maintenance of roller doors but will recharge this cost to you through your monthly invoices.

Sectional doors are hazardous when in operation and doors on site are a mix of chain and motor operated. It is important to take care when using these doors, and always to secure them in place when open or closed. There is a bolt at the bottom of the door to keep it closed and the Site Team will brief you on the safe use of these doors.

*Please note: any changes to the sectional doors made by Members become their responsibility to maintain.*

## Fire

*A separate fire procedure is available for your reference.*

If you notice a fire of any kind then please do not attempt to tackle it. There are call points across the building and these should be used immediately after a fire is observed. Our assembly point is to the road side of the building where the cycle path connects from Wymondham Road.

All units contain fire detection systems and alert systems. These are maintained by the Site Team.

The fire alarm is tested every Tuesday morning at 08:30am. Full site fire drills are conducted every six months and arranged by the Site Team. These are not notified in advance so it is important to treat all alarms as real unless told otherwise.

# Data and Phones

## Data and IT

All units come with 100/100Mbps (download/upload) internet speed included in your tenancy agreement. This is provided through Wi-Fi across site, which we will share your login details with you when you move in. There are also data points in your units which will connect directly to your virtual network once activated.

It is possible to have your speed upgraded, or your own dedicated line set up. Please get in touch with the Site Team and we can share some details on how this works.

There is a data cabinet present in most units. This is where your network switch is kept, as well as your phone lines. As work is undertaken in units, we may need access to these cabinets from time to time in order to maintain the network on site.

We do also have a server room on site, located in Phase 1. It is possible to store your server in here, however, this is dependent on space. Power usage here is metered and will be recharged to you via your monthly invoices. Please have a conversation with the Site Team should you have any questions about this.



## Phones

We can provide VOIP phones on site, these are managed by us through our phone provider. There is a cost associated with lines and handsets, and we can assist in porting numbers across from your current provider. Please get in touch with the Site Team and we can help.

Details on how the handsets we provide on-site work can also be shared and if you have any questions on their use, please just ask.



## Compressed Air

Workshops on site have access to a compressed air line. This line runs throughout the building and is centrally managed by Hethel, meaning that during servicing and maintenance being conducted there will be brief downtime.

The compressor will have downtime scheduled throughout the year for us to conduct maintenance. You will of course be notified in advance of this!

## Water

Water to units is not currently metered and all workshops have under sink heaters provided. There is provision for cold water to Phase 3 offices and some members have used this to install their own sinks. Please get in touch if you have any questions about water on site.

*Please note: HSE Responsibilities below contains additional information on Legionella requirements.*

## Meters

Electricity meters separate out all units on site. Some contain these within the units, and some are separate in the plant rooms. Hethel Innovation checks these meters monthly and the cost is recharged through your monthly invoices.

### **Phase 1**

Phase 1 meters are all in plant rooms and are monitored by the site team.

### **Phase 2**

Phase 2 meters are split, with the meter in your unit showing underfloor heating usage, and the main power to units monitored in the plant rooms. The Site Team will access your units once a month to take a meter reading for the underfloor system.

### **Phase 3**

Phase 3 meters are available in the unit by the door, and in the plant rooms. The site team uses the plant room meters for monthly readings.

# HSE Responsibilities

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We are all responsible for Health and Safety on site, and we take the safety of everyone on site incredibly seriously. If you have any H&S concerns, or any near misses, please get in touch with the Site Team as we want to make sure all that information is captured, so that Hethel can work to continuously improve the site.

## Risk Assessments

Hethel Engineering Centre has its own risk assessment for site and for communal areas, as well as our own operations. We ask that you as a Member of this community also conduct your own general and fire risk assessment for your units, and for any contractors you are bringing to site. Companies with over five staff are required to record this by law, and we do require this to be shared with us. This is because in the case of any emergency where we or emergency services must access a unit, we can be aware of hazards present.

## First Aid

Hethel Innovation provides at least one First Aider on site during normal operating hours. We also ask that you as Members conduct your own assessment as to whether your company needs its own First Aider, for example if you have over five members of staff or work in a particularly high-risk environment.

There is also an AED on site and this is located at Reception by the main doors should it be needed.

## Fire Marshals

Hethel Innovation provides at least one Fire Marshal on site during normal operating hours. Companies on site will be expected to provide their own Fire Marshal who can report to Hethel Innovation during a fire evacuation. Please make this person known to us when you move in.



## Fire Extinguishers

Communal fire extinguishers on site are maintained by Hethel Innovation. In-unit extinguishers are the responsibility of Members and we expect them to be maintained to a compliant standard.

## Emergency Lighting

Emergency lighting is the responsibility of Members to check. This needs to be done in compliance with HSE guidelines and a record kept. The Site Team and our contractors will maintain communal areas.

If you find your emergency lights are not functioning in your units, please report them and we will organise them to be repaired or replaced.

## Legionella Checks

Units with water function are areas of risk for Legionella. In compliance with L8 protocols, the Site Team checks the temperatures and performs weekly flushing of the communal areas and unoccupied units. Members with water in their units are also required to conduct weekly flushing and monitor temperature monthly. We also conduct checks through an external contractor who will service and maintain any under-sink heating units across site.

*Please check official L8 guidelines to better understand your responsibilities.*



