



Member's Induction

A brief 'How-to' on how The Melting Pot works

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Contents

About The Melting Pot	4
Social media.....	4
Building Community	5
Members' Portal.....	5
Nexodus Passport app.....	6
TMPEvents.....	6
Members' mailings.....	6
Coming into the space	7
Read over our current COVID-Safe Policy (found on the portal)	7
Code of Conduct and expected behaviour.....	7
The Building.....	8
Access.....	8
Staff and Hosts	8
Toilets.....	8
Fire safety	9
Using the Space and Resources.....	10
Check in/out	10
Where and how to work.....	10
Meeting Spaces.....	10
Guests.....	11
Children	13
Pets	13
Facilities	14
Kitchen, refreshments, food and cleaning	14
Internet Access	14

IT and support.....	15
Printing.....	15
Mail.....	15
Storage.....	15
Bike storage	16
Insurance.....	16
Security and leaving stuff	16
Managing Your Time Here.....	17
Your hours	17
Multiple users.....	17
Changing levels	17

About The Melting Pot

Welcome to The Melting Pot! We are Scotland's Centre for Social Innovation – what does that mean? It means we provide space, resources and support for people who are working to do good in the world.

Founded in 2007, and as well as operating our coworking events space, we also run an incubation programme – [Good Ideas](#) – to support start-up social entrepreneurs on their journey, and the [Consultancy](#), to support people starting up their own coworking spaces across the world.

So we are thrilled to have you on board as part of our community. And as I hope you would have gathered, we are definitely more than just a workspace (although we are that!). We're here to help you meet, work, learn and connect with other inspiring people doing amazing things, so don't be afraid to get involved, introduce yourself to someone, come along to events or suggest your own to host.

Key things to take away are :

- **Hosts are here** – if you need anything, have questions, want to raise anything. That's what we're here for
- **This is a shared space** – so treat it with the respect and care that you would want your own space to be treated, and leave things in the state you would like them to be found
- **Same goes for other humans** – we are community, and they can be sticky, but it is important that we all treat each other with respect

Social media

And if you like what we do and want to spread the word, we'd love to connect online too! We're on [Twitter](#), [Facebook](#), [Instagram](#) and [LinkedIn](#). Tag us in your posts and shout about how great TMP is, to attract even more wonderful inspiring people into our community.

We love to share your good news stories to our network too, so let us know what's you've got happening and we'll share it to our networks.

Building Community

Members' Portal

The best place to head for all the info you could possibly need about TMP and our community! Please use it and make yourself familiar with it. It's great and very easy to use. Just [head to our website](#) and click 'Members login' in the top right corner.

Members' profiles: Have a click around and get to know about other Members and what they do. And make sure your own profile is up to date too.

Community Message Board: For all communications with other TMP Members and staff, whether it be a discussion topic, posting a notice or details of an event or to communicate privately with select members. TMP staff will also post important announcements to the community board. Once you have posted your notice all Members will receive an email with the details, and you will be notified of any comments or responses.

TMPEvents: All details of upcoming events are listed on the portal where you are also able to purchase tickets which are usually free for Members or a small fee. If they are events which are also open to the public feel free to invite your friends too!

Your profile: Make sure it is complete and up to date (with a photo too)! This is a brilliant tool to promote yourself not only to other Members but also to the wider world, as these pages are accessible to the public via our website

Your account: Check your billing details, latest invoice and number of hours you have left to use per month.

Register visitors: Under 'My Account', scroll down to the bottom of the menu on the left hand side and click on 'Visitors'. Here you can pop in your guests' details and let us know that they will be coming in to the space. It also sends them helpful info for how to find us and our COVID-Safe policy.

Useful documents: Where you can find our most up to date Ts and Cs, our Code of Conduct Policy and Procedure, and a copy of this Induction doc for your reference.

Nexodus Passport app

The member's portal is also mobile! You can download the FREE app to your mobile which allows you to:

- Post conversations on the Community Board
- Book meeting spaces
- Browse the directory
- Check invoices/hours used
- Update profile information
- Check-in to the space via our iPad

TMPEvents

We regularly run an array of events themed on Inspiration, Socials and Learning. All of these are designed for networking, skills development, building relationships, etc. They are generally short and free or very low cost (and discounted to Members). Public are welcome too so invite anyone you think may be interested – but note they generally pay to attend.

Our regular monthly events are: Members' lunch, Members' Show & Tell and Friday Drinks.

To find out what's on, [the portal or our website](#) can help! Also look for the posters around the place, the 'table toppers' and notified by email bulletin & social media.

Time spent at a Members event are NOT charged – but you need to sign out of the coworking space (and back in again).

Members' mailings

We send out a fortnightly mailing just for Members, centered around our Theme of the Month. Along with valuable resources – books, podcasts, articles – and info on our upcoming events, we also like to share and shout about YOUR news! If you have anything you would like included [send details through to us](#). From promoting an event or project you are working on, to news of an award / grant / recognition which you or your organisation has received, we are always looking out for good news stories and interesting goings-on in our community. Plus, we regularly send out public mailings to our broader community so we will share your exciting things out to our extended network too.

Coming into the space

Read over our current COVID-Safe Policy (found on the portal)

Before coming in, please familiarise yourself with our policies, in order to keep each other safe whilst here at The Melting Pot.

Key things are:

- It is not mandatory to wear a face covering, although it is encouraged. Please be respectful to those who choose to wear a face covering.
- sanitising your workspaces and hands
- and DO NOT come in if you are feeling unwell.

If you have any concerns or other issues then please speak to us about it.

[Code of Conduct](#) and expected behaviour

The Melting Pot is a community of people with varied and diverse backgrounds, interests, personalities and needs, which we believe is one of our strengths and makes TMP such a special place. However these differences also have the potential to create tension in a communal, professional space.

In short: people are different and communities can be tricky!

In an effort to ensure our space remains safe, comfortable, healthy and reflective of our ethos and values for all users, we have outlined our expected standards of behaviour for all users in our *Code of Conduct*. These policy and procedure documents were sent to you when you joined as a member and form part of your membership agreement here. All documents are available on the online portal for you to reference if needed (The Melting Pot > Useful Documents).

If you have any concerns about another person's behaviour in the space please refer to our *Code of Conduct Procedure* for the steps you can take to raise your concerns with us.

The Building

Access

We're open 0830 – 1730 Mon to Fri so you can access the space between these times. You will be issued with a fob to get you into the front door as well as The Platform (first floor), which is a Members' area.

If you want out of hours access you can buy a **Night Owl** add-on which will give you your own key set. This is monthly so you can even add it on for a short period if needed.

We are open throughout the year (including most bank holidays) apart from the Christmas / New Year holiday closure, details of which will be notified in advance.

Staff and Hosts

We are a fully hosted space so there will always be someone here during our opening hours. Located generally at the welcome desk, the host is your first port of call for help, supplies, ideas, useful introductions, or to report any incidences or concerns.

We'd like to know if there's a breakage – before there's a problem or it's needed by someone else! Please let a host know as soon as you spot something – no matter how small.

If you're responsible for a breakage you may be required to pay a fee towards replacement costs, depending on the value of the item/s broken; we can discuss.

Other things we can help with are **communal IT and communal stationery** . We've got lots of spare cords, chargers, adapters, headphones etc, as well as small and large stationery items – pens, highlighters, scissors, tape, a precision cutter. Just come and ask and you never know we might have what you need!

Toilets

Located on each floor, to the south end of the building.

- All toilets are gender-neutral
- Baby change available on the ground floor
- Showers available in The Platform (the one toilet on the North end of the room, behind tea prep) and in the Basement.

Fire safety

The fire alarm will be tested at 8.30am every Friday, so if you do hear an alarm outside this time, we'll treat it as the real thing. The fire exits are located in the following places:

1st floor

- Vestibule door leading to side entrance/exit (Do not use the lift)
- End of the toilet corridor in the Platform

Ground

- Executive Boardroom
- Main door in the Commons
- Kitchen

Basement

- Stairwell to the Commons
- Stairwell to street, opposite basement entrance

The assembly point is at the car park opposite the Stamp Office, walk towards Leith Street. If anyone has any accessibility issues please speak to a member of staff

Using the Space and Resources

Check in/out

Every time you come in to the coworking space during opening hours you will need to check into the space either using the fob given to you, or our iPad + the Passport app on your phone. There's no need to check in or out if accessing out of hours.

This helps us for fire safety, as well as to track the hours and usage, where relevant (Your Flex and Your Basic).

If you've booked and paid for one of the hireable meeting rooms, you don't need to check in – we'll sign you into the meeting room.

Where and how to work

The Commons (ground floor/entrance) is designed to be a bit more of a chatty, meeting, social area. There are hot desks as well as informal meeting spaces that can be booked. It's also where you can bring guests to meet.

The Platform (first floor) is Members' access-only, with the majority of our desks both Hot and Permanent. There are a few breakout meeting spots and individual Nooks, as well as the Club Room meeting room. Designed as the more focused work space and quiet zone. If you are planning on having a conversation, meeting or call, please use a Nook with door or another space outwith this floor.

The Basement has more informal meeting spaces which you are free to use – the tables and seats in the halls and common areas. You can bring guests there too. The rooms in the Basement are all bookable and need to be hired through a Host, but Members do receive a 10% discount on the venue hire rate.

If using a Hot Desk, you are welcome to set up either in The Commons or The Platform.

If you have a Your Desk, you can select your desk upstairs in The Platform.

Meeting Spaces

We have a mix of individual, small and bigger group spaces which can be bookable or open.

Tables, sofas, booths, kitchen tables (on all 3 floors) are all open conversational spaces which can't be booked – just grab them when they're free. But these are

designed as communal spaces, not personal work desks, so please don't use these for more than 2 hours at a time, as this leaves the resource free for everyone else.

The individual Nooks and Huddles on all floors – basically, if it has a door, it is bookable. If it's open, it's open. So all the double ones (Huddles) are open to use, as well as 2 of the Nooks. Again please don't use them for more than 2 hours at a time.

The four individual Nooks with doors can be booked online via the portal. Again to keep the resource available for others, you can't book for more than 2 hours per day total.

The Vestibule - the couch room in the entryway – is also available to book on the portal, up to 2 hours per day.

The Club Room meeting room (current capacity 6) is available for Members use only, up to 2 hours free use **per month** is included in your membership (not Your Flex). This can be booked on the portal as well. If you run over or would like it for more than 2 hours, then please let us know so we can check availability. There will be a small hire charge for any additional time (with 10 mins leeway either side of your booking for pre-prep then pack-down).

All other meeting rooms - the Executive Board Room, the Co-Lab room, the Meeting Room and the Hot Office, as well as full hire of The Basement or The Commons – are all able to be hired, and you would have the reduced Members' rate. Come and talk to us!

Guests

Your membership includes free access for guests to The Commons and the open meeting spaces in the Basement. Available for up to **two hours of guest time per member, per day**. Designed for informal meetings, using the Huddles, tables etc.

If your guest would like to use a desk space in The Commons or The Platform whilst they are here with you, they or you can purchase a Desk For A Day pass for them (£10 / £15 / £22).

Please register your guests on the portal before arrival – this will help us know to expect them, and will also send them details of how to find us, as well as our COVID Safe Policy so they can have a read over before they arrive. All guests are required to sign-in on arrival.

Children

Unfortunately, we don't have facilities for children to spend time in the space, so whilst they are welcome to accompany you if you are popping in for 20 mins or less (to collect mail, or do some printing for example), for anything longer you'll need to make alternative arrangements. We are a workspace after all! Which also means that we expect any children who are visiting to adhere to the same standards of respectful behaviour whilst in the space as we would any other visitor.

Pets

We are a dog-friendly space, for human and dog-friendly dogs. Please see our Dog Membership Policy for full details (head to the portal: Community\Useful Documents).

Dogs are welcome Tuesday – Friday. Mondays are dog-free days.

Dogs are only allowed in The Platform, in allocated areas, The Commons and Basement venues. They must come in for a trial day, and, once approved as 'members' will need to book a spot each time they are coming in.

There will be a limit on the number of dogs able to be in the space at any one time.

Facilities

Kitchen, refreshments, food and cleaning

There are two kitchens and one tea prep area throughout the space, all of which are open to Members to use.

For all of them, please ensure you are treating the space with respect, thinking of others and cleaning up after yourself! Hygiene is a responsibility of us all, and especially important to deter pests (and pandemic viruses). We have multiple dishwashers in this venue so there is really no excuse!

The main kitchen features everything you could ever want, and cupboards and drawers are labelled so you should be able to find everything. The fridge is available for you to use, please just make sure you are labelling your food. We will also clear it out at the end of each week so anything unlabelled or looking past it's best, we will throw out.

There is a tap for boiling water, cold water and sparkling water too. There is also a Nespresso machine and you can purchase pods on the portal or with a host.

The tea prep in The Platform has tea, filter and instant coffee, a small fridge with milk (both dairy and non-dairy) and both a hot water urn as well as a cold water filter. There is a trolley to pop your dirty dishes on which Hosts will clear periodically throughout the day.

The Basement kitchen is also fully equipped with cutlery and crockery that you are free to use, but at this stage please bring any dirty dishes up to the dishwasher in the main kitchen.

Please ensure that **recycling** is rinsed and put in the correct bins. We have glass, plastic bottle, paper, food and card recycling in TMP.

Clean up, ask us if you can't find anything and if you notice something really amiss then please let a host know as soon as possible.

Internet Access

We have three wireless networks: one for Members, one for your guests and one open network for any other ad-hoc visitors. Passwords for these are dotted around the space, or you can ask a Host.

Please tell a Host if the connection goes down so we can fix it. Please remember that the internet is a communal resource for all members and users of the space; be considerate.

IT and support

We DO NOT provide computer desktop support, however if there are any connectivity issues with our facilities (internet, printers), we'll be happy to assist as best we can. It also helps to make friends with other Members who are nifty with computers and can assist!

Printing

We'll set you up with a code to use for all of your printing needs. Printer installation instructions can be found on the Portal under Useful Documents

Black and white printing and photocopying is included in your membership, to a fair use. If you need to do lots of printing then come and talk to us – we can add a charge to your next invoice or you can pop some coins in our donation box (the Honesty Dragon) to cover it.

Scanning is also available at no charge, and colour printing and photocopying are available at a small extra charge we will add to your next invoice.

Mail

As a member you have included in your membership a registered business address and a mail box. You should write your address as follows:

[Your / Organisation Name]
The Melting Pot
15 Calton Road
Edinburgh EH8 8DL

Members' mailboxes are located in The Platform next to the printer. You are welcome to have packages delivered here but please try and collect them as soon as you can once they arrive, as we don't have a lot of storage space to keep them.

We have a scan-to-email, a dedicated 0131 phone line and mail forwarding service all available as additional add-ons to purchase – just come and chat to us for details.

Storage

We have heaps of storage options available! Each Your Desk comes with a personal locker, these are also **available for other members to buy as an add-on**. We have larger double-sized lockers available, as well as half and full-sized tamber units.

You can find the pricing on the Portal under 'Products and services'.

Bike storage

There are a few options outdoors, including racks around to the right of the building in the carpark area, or on the left hand side car park hand rails. There is ample storage at Waverley station just over the footbridge, which is probably the most secure option.

We will also have some limited indoor bike storage available, that will be able to be rented for a monthly or daily fee (because it is *really* limited!). Ask us for details.

We also have **showers** available in The Platform (the bathroom down the end, behind the tea prep area) and in the Basement.

Insurance

TMP are not insured for any Members' items in the space – this includes items in storage with us and items left at your workspace throughout the day. We take no liability for any theft or damage incurred to Members personal items whilst left here. We recommend you insure your own items.

Security and leaving stuff

We are fully hosted during opening hours and The Platform is Members'-only access. We haven't had any issues with theft, but all it takes is one person. So we are our own Neighbourhood Watch; please be sure to report anything you think seems 'dodgy'.

Use common sense to protect your own belongings, and remember to be considerate; don't just 'bagzie' a place and disappear for a meeting or long lunch leaving all your stuff out.

If you are going to be gone for a few hours we can sometimes keep an eye on your things left behind the reception area, or there are locker options available (see above).

Managing Your Time Here

Your hours

The sign-in app records hours automatically which is why it's important to check in *and* out each time you are here.

Your Basic You've bought a specific amount of time here per calendar month. Your time is not transferable so cannot be shared, nor does it transfer to another month if unused.

You can also check use of your allowance and hours remaining on the portal – once logged in just click on 'My Account' then 'Plans and Benefits'.

Any extra time is charged at £4.50/hour and will be invoiced at the end of each month. If you find you are regularly doing more than your allowance we would recommend you change to a higher package – it'll be more cost effective and can be done with immediate effect.

Your Flex Your hours are Pay As You Go at £4.50/hour and will be invoiced in arrears at the beginning of each month. With your authorisation any other within your organisation may use your subscription to access the space.

Your Unlimited & Your Desk You have unlimited access to the space during our opening hours.

Multiple users

Your Flex (organisation) is able to be shared by anyone in your organisation, and **Your Desk** can be shared with any other named person, whether in your org. or not. For shared memberships we request that anyone using the membership make time to go through this Members' Induction the first time they come in to use the space.

Your Flex (Individual), Your Basic and **Your Unlimited** cannot be shared; they are individual memberships for you personally.

Changing levels

If you would like to go up a level in your membership you can do so with immediate effect (so long as we have the space available). However if you would like to downgrade your membership you will need to give **4 weeks' notice**. In either case, please email us your request.

You can tell us in advance of your plan for the year – e.g. if you know you're away for long stretches and want to reduce your time allowance.

Your Flex (Annual) Your membership is a 12-month subscription which is paid up front, so any change or cancellation midway through cannot be refunded. You are however most welcome to take out a different membership package without having to wait for the Your Flex year to expire.