

STANDARD OPERATING PROCEDURE (SOP)

Paid Coworking Space – GUSEC / AIC GUSEC

1. PURPOSE

This Standard Operating Procedure (SOP) defines the operational guidelines, rules, and processes for managing the Paid Coworking Space operated by GUSEC / AIC GUSEC. The SOP ensures smooth operations, discipline, safety, transparency, and compliance with the Coworking Space Agreement.

2. SCOPE

This SOP applies to: - All startups, founders, employees, interns, and authorized users occupying paid coworking seats - Visitors and guests of members - GUSEC / AIC GUSEC operations and facility management staff

3. ELIGIBILITY & ONBOARDING

3.1 Eligibility

- Startups, companies, or individuals approved by GUSEC / AIC GUSEC
- Minimum age: 18 years

3.2 Onboarding Process

1. Submission of application / request for coworking seat
 2. Approval by GUSEC / AIC GUSEC
 3. Execution of Paid Coworking Space Agreement
 4. Submission of KYC documents of founder and authorized users
 5. Payment of fees and security deposit
 6. Allocation of seat(s) and access credentials
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4. ACCESS & WORKING HOURS

4.1 Working Days & Timings

- Access permitted on: <DAYS>
- Working hours: <TIME>

4.2 Access Control

- Access cards / credentials are non-transferable
- Loss or misuse of access cards may attract penalties

- Access shall be revoked immediately upon termination or expiry of agreement
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5. SEAT ALLOCATION POLICY

- Seats may be **flexible or fixed** based on operational requirements
 - One seat is allotted per authorized user
 - No permanent ownership of any workstation
 - GUSEC reserves the right to reallocate seats
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6. FEES & PAYMENT SOP

- Monthly fee: **INR 3,500 per seat**
 - Fees payable in advance on or before the 1st of every month
 - Payments to be made via approved digital modes or cheque
 - Late payments may attract penalties and suspension of access
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7. SECURITY DEPOSIT HANDLING

- Security deposit shall be collected at onboarding
 - Adjusted against unpaid dues, damages, or violations
 - Refund (if any) processed within 30 days of exit
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8. CODE OF CONDUCT

Members and users shall: - Maintain professional behavior - Respect shared infrastructure - Avoid noise, nuisance, or disruption - Follow instructions of GUSEC staff

Prohibited activities include: - Illegal or unethical business activities - Storage of hazardous, flammable, or prohibited items - Harassment, discrimination, or misconduct - Bringing animals into the premises

9. USE OF FACILITIES

9.1 Internet & IT Usage

- Internet provided on "as-is" basis
- No guarantee of speed, uptime, or data security
- Misuse of network is strictly prohibited

9.2 Conference Rooms

- Subject to availability and additional charges
- Prior booking mandatory
- First-come, first-served basis

9.3 Mail Handling

- Mail services available only if opted
 - GUSEC not responsible for delays or losses
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10. VISITORS & GUEST POLICY

- Members are responsible for their guests
 - Guests must maintain decorum
 - GUSEC reserves the right to deny entry to any visitor
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11. SAFETY, SECURITY & COMPLIANCE

- Compliance with fire, safety, and municipal norms is mandatory
 - Emergency exits must not be obstructed
 - Members must cooperate during audits or inspections
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12. DAMAGE & LOSS

- Members are liable for damages caused by them or their guests
 - GUSEC not liable for loss or theft of personal belongings
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13. CONFIDENTIALITY

- Members must respect confidentiality of other startups
 - No photography or videography without consent
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14. BRANDING & ADDRESS USAGE

- Use of GUSEC address for GST, MCA, or marketing requires prior written approval
 - Unauthorized use of GUSEC name or logo is prohibited
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15. TERMINATION & EXIT PROCESS

15.1 Voluntary Exit

- 30 days' prior written notice required
- Clearance of all dues mandatory

15.2 Involuntary Termination

- Immediate termination for violations, non-payment, or illegal activity

15.3 Exit Formalities

- Return of access cards
 - Clearance of dues
 - Security deposit settlement
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16. GRIEVANCE & ESCALATION

- Complaints to be reported to GUSEC administration via email
 - Resolution timelines at discretion of GUSEC
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17. AMENDMENTS

GUSEC / AIC GUSEC reserves the right to amend this SOP from time to time. Updated SOP shall be binding on all members.

18. ACKNOWLEDGEMENT

By using the Paid Coworking Space, members acknowledge that they have read, understood, and agreed to abide by this SOP.

Issued by:

GUSEC / AIC GUSEC

Effective Date: <DATE>