



## Terms and Conditions of Shared Electric Kitchen Usage

### 1. Introduction

A Standard Operating Procedure (SOP) is in place to cover all aspects of management and equipment at Ace Enterprise Shared Kitchen, Bawnogue Road, Clondalkin Dublin 22. This covers operational aspects of using the kitchen and is readily available.

### 2. Registration

- Any food Business Operator (FBO) who wishes to hire our Shared kitchens must be registered with the relevant regulatory body (i.e., EHO/FSAI)
- The FBO must be a registered member of Ace Enterprise Park and have fulfilled the insurance requirements (discussed in number 8 below) before access to the booking platform will be provided

### 3. Booking Process

- Time slots must be booked through the website. Once the FBO has selected a time slot/s, the required corresponding payment is made online and access to the facility is permitted.
- Membership must be paid monthly and is €50.00 per month.
- A minimum rental period i.e., is 3 hours and may be longer if available but an occupant must not exceed the fair usage period per week, this period is determined by ACE Enterprise.
- Arrangements will then be made for the FBO to collect a key fob from Ace Enterprise along with the appropriate access code. Should the fob be mislaid or not returned to Ace Enterprise a replacement charge of €50 will be levied against the FBO concerned.
- The FBO will be fully responsible for the facility during the designated period.

### 4. Food Safety and Hygiene

- Each FBO is fully responsible for Kitchen Hygiene
- The kitchen and its' equipment must be thoroughly cleaned, including the grease trap, at the end of the booking period
- The kitchen will be checked regularly by Ace Enterprise Staff
- The FBO must maintain the necessary documents and records based on the principles of Hazard analysis and critical control points (HACCP) for inspection by the regulatory authority. The workflow of the kitchen has been designed to enable you to produce your foods effectively and safely without fear of cross-contamination, once the workflow has been adhered to. It is the responsibility of the FBO to maintain the highest levels of Food Safety and Hygiene to ensure their output is safe to consume by the general public
- Should an FBO be inspected/ audited by a representative of a regulatory authority it is a condition of their agreement that they advise Ace Enterprise of this visit and forward a copy of the subsequent report to Ace Enterprise Park

### 5. Cleaning Procedures

- The cleanliness of the kitchen is paramount to the effective running of this shared kitchen so we would ask each FBO "to clean as you go".

- Ace will arrange for deep cleaning of equipment depending on the level of usage and the specific needs of individual equipment.
- Should an FBO discover, on arrival at the facility, that a kitchen is not at the required standard of cleanliness they must report any such issues to the Community Manager (See reporting procedure number 13 below).
- A small room containing personal lockers & cleaning equipment, such as mop and brushes, will be provided by Ace Enterprise Park. The FBO will supply their own suitable food safe chemicals with Safety Data Sheet (SDS) information.
- You are required to produce a cleaning log for your kitchen usage and Ace reserves the right to ask for sight of this document from time to time.

## 6. Waste Management

- Please use the colour coded bags provided in the kitchen for all waste (Signs are in the kitchen indicating further information about this system).
- All waste must be collected, sorted and disposed of before you leave the park.
- Fines may be levied if bins are contaminated.

## 7. Health and Safety

- First Aid Kit is provided in the Shared Kitchen. A list of emergency contact numbers is prominently displayed.
- Fire evacuation procedures and how to use fire extinguishers will be displayed.
- If the FBO is working alone, a risk assessment on lone working must be completed by the FBO.
- Any Accidents / incidents must be recorded on the accident report file and brought to the attention of the Ace Enterprise Park as soon as possible.
- A risk assessment must be developed and all risks addressed/ mitigated on this specific to the type of food production you are engaged in. This is the sole responsibility of each FBO, however a sample risk assessment has been provided in appendix 2 below, which you may use as a template.

## 8. Insurance

- Each FBO must have valid Product and Personal Liability Insurance in place. Public and product liability insurance for €6.5m and Employer Liability for €13m and be able to provide a copy of the Insurance Certificate to Ace Enterprise Park
- Insurance must have a letter of indemnity for Ace Enterprise Park supplied with the Certificate of Insurance or it must be noted on the policy wording.
- Each FBO is required to send updated renewed policy for Ace Management to have on file.

## 9. Security

- The building is secured, alarmed and has CCTV monitoring in Ace Shared Kitchen
- Each FBO will be issued with the fob and will be provided with the Alarm Code.
- A record of the Fob number issued to FBO will be recorded for safety & security reasons.
- Each FBO will need to advise ACE Enterprise Park of their mobile number so that access can be secured through the Access Gate within the Park.
- If any persons are operating in the shared kitchen after 10pm at night must enter the code into the alarm panel at 10pm and every hour on the hour thereafter, as it is set automatically from then on. If this is not done and we incur a "call out" charge after hours from the monitoring company, we will pass this on to the FBO.

- Both the security and fire alarm systems will be inspected and maintained regularly.

#### 10. Storage Facilities

- There is a limited amount of shared space for dry goods, etc. as well as a cage of lockers for storing knives or other personal cooking equipment. This is subject to fair usage and any food items that are not stored correctly or removed from their external boxes etc. may be removed by management
- There are personal lockers in the kitchen for outdoor clothing/ aprons etc.
- Ace Enterprise Park will not be liable for any loss or damage of stock, equipment or goods in this facility

#### 11. Payment procedures

- All payments must be made online through our payment system.
- Membership is payable monthly and FBOs will not have access to book if this has not been paid in advance.

#### 12. WC Facilities

Suitable and sufficient facilities are available in Block C and there is a designated stall for FBO/ Kitchen Operators.

#### 13. Reporting Procedure

- In the event of an emergency, the FBO will make direct contact with the relevant authority, contact details for whom are displayed in the kitchen and are in appendix 1 below .
- In the case of equipment breakdown, the FBO must contact the Community Manager/ Facilities Manager at Ace Enterprise Park and they will contact the designated Service Engineer
- Extra equipment needed to produce specific products must be supplied and transported by the FBO
- Ace Enterprise Park will not take responsibility for for transport of any foodstuffs arriving or leaving the facility.
- If any FBO wishes to raise a complaint or concern about issues in the kitchen, please contact the Community Manager in the first instance. Please take photographs and provide evidence of any issues in your email.
- There is an optional WhatsApp group made for shared kitchen users only. This is to ask general queries or share general information about the kitchen or related issues. This is NOT a forum for complaints, reporting, or any other formalities. These must be put in writing by email to the Community Manager using the normal channels.

#### 14. Cancellation Policy

- Cancellations or amendments of reserved kitchen times must be submitted, in writing, to Ace Enterprise Park, at least 72 hours prior to the requested cancellation, to be credited the full amount of the cancelled times.
- If the Kitchen User submits a written cancellation within 48 hours' notice, the FBO will be credited half of the amount of the cancelled times. Cancellations received with less than 48 hours' notice will not receive credit for hours lost, unless cancellation is due to an illness. The Kitchen User is only allowed 3 cancellation credits due to illness during their membership period.

*This is Version 2 of Terms and Conditions of Shared Kitchen, correct as of 02<sup>nd</sup> January 2024. For any further information about any of the items in this document, please contact the Community Manager.*

## Appendices

### 1. Emergency and key contact details (also on display in kitchen)

#### (a) What is an emergency?

An Emergency is an incident or occurrence on site that can cause risk to life or significant risk to property. Some examples are;

- Fire – if an alarm is activated facilities manager must be informed
- Flood or burst pipes
- Being locked in or out

In the event of all of the above, please contact the facilities manager after the relevant emergency services.

#### (b) Emergency Contacts:

24/07 Support/ Security Emergency 086-8369355

Monitoring (ReSure) - Alarms 01 691 7100

Clondalkin Garda Station: 01 666 7600

Gate: 086 042 5011

Fire Station (Tallaght): 01 222 4000

Emergency number: 999/112

#### (c) Ace Staff contacts

**Ace Staff are only available on weekends or bank holidays in case of emergencies i.e. fire, flood, etc.**

#### **Community Manager:**

**Karen Smith**

Mobile:

086 776 5741

Email:

[karen@acepark.ie](mailto:karen@acepark.ie)

When to contact:

Contact Karen with any queries, bookings, social media/ marketing requests or information, moving into units etc. If you are in doubt about whom to contact, Karen is a good first option!

#### **Facilities Manager:**

**Mick Gaffney**

Mobile:

083 109 7035

Email:

[mick@acepark.ie](mailto:mick@acepark.ie)

When to contact:

Contact Mick with any facilities, alarms, buildings, doors, security queries, or notify of any alarm activations



## 2. Sample Risk Assessment\*

\*Each FBO is required to complete their own risk assessment and have on hand when they or their employees are using the kitchen. **You the FBO are liable for identifying and mitigating these risks and having sufficient insurance.**

Hazard	Group potentially affected	Risk	Procedure	Person(s) responsible	Noted by staff (initial)
Oven	All users	Burns Fire Hot foods	Ensure that correct PPE is used by all staff and that the machine is used safely and correctly	All operators	
Fire					
...					