

# The Pervasive Media Studio Handbook

## *Edition May 2023*

*This handbook was designed to introduce you to the Studio's ethos and mission, inform you about the most important aspects of Health, Safety and Wellbeing, and to give you useful tips on a number of topics. Please remember: you can always get in touch with the Studio Coordinator ([Studio@watershed.co.uk](mailto:Studio@watershed.co.uk) / 0117 370 8870) should you have any questions or problems.*

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### **1. Building Access and Security**

The Studio opening hours are currently:

Tuesday - Friday: 09:00-21:00

Saturday and Sunday: 10:00-23:00

Bank Holidays operate Sunday hours, and we will let you know with plenty of notice should there be a scheduled closure of the building.

Please sign yourself in and out on the staff/Residents' tick-in sheet at the reception desk whenever you come into or leave the Studio and ask your visitors to sign in and out on the visitors' signing in sheet. Both documents form the basis for the emergency evacuation headcount.

The corridor leading into the Studio is adjacent to the Watershed admin offices and Events spaces, so please remember to keep noise to a minimum when passing through.

The Watershed Front of House duty manager is responsible for the opening and locking up of the building and also the security. They are based in the office behind the Box Office on the ground floor and are contactable via a

mobile number which will be on the 'what's on' sheet on the reception desk. They also have a radio on them at all times, so you can also contact them via the PM Studio radio. The Café/Bar duty manager also has a radio.

The Watershed admin corridor has been subject to breaks-ins so it's incredibly important we all remain vigilant in the space, as there is a lot of expensive equipment on display. Please be aware of tailgaters when passing through the doors in the corridor.

*N.B. Our insurance will not cover any thefts to personal equipment.*

Everyone must carry their access card whilst they are in the building. For security reasons, you may be asked to show your card at any time by a member of Watershed staff.

### **1.1 Resident access**

As a Resident you will receive an access card that allows you access to the Studio both within and outside of manned reception hours. If your pass is lost or stolen please report it **immediately** to the Studio Coordinator in reception hours, or the Front of House Duty Manager any other time. This is to ensure the card can be voided as soon as possible to safeguard the security of the Studio. Failure to report the loss of your card may result in issues of liability for any consequent losses or damage to the Studio. *A replacement pass will cost you £5.00.*

### **1.2 Visitors**

Visitors should announce their arrival at Watershed box office, from where they will be directed to the Studio's front entrance and asked to press the doorbell/intercom in order to gain access. Please ensure you are within the vicinity of the intercom, if you are expecting guests. The Studio team cannot guarantee they will be available to let people in.

### **1.3 Disability Access**

The access is via the customer lift located in the Watershed box office foyer. Once on the first level there is flat access through the bar and into the PM Studio. In the event of an evacuation duty managers and relevant staff are trained in the use of our evacuation chair in order to evacuate those who are unable to use stairs.

### **1.4 Evacuation Procedures**

Studio Residents and hot-deskers must be aware of the following emergency procedures:

Do not attempt to use fire extinguishers. They are only for use by trained personnel.

On discovering a fire, raise the alarm by pressing a red call point; there are 3 in the Studio, 2 next to the two fire exits and 1 next to the main doors.

#### **On hearing the alarm:**

Turn off any equipment you are using, close doors and windows and do not stop to collect any personal belongings. There are two fire exits in the Studio, use the one safest to do so and proceed to the assembly point at the top of the cascade steps (by the blue crepe van) in the city centre. Proceed towards the assembly point by walking **BEHIND** the building – **DO NOT** walk under the covered walkway by the waterside. Please wait there for further instructions.

### **1.5 Lone Working**

If you wish to work in the Studio outside of manned reception hours you might be alone in the Studio. It is **essential** that you:

- Sign yourself in/out.
- Remind yourself of the emergency evacuation procedures. You are working in the space at your own risk and are therefore responsible for yourself in the event of an evacuation.

## **2. First Aid and Safety**

The Studio Coordinator is first aid trained. Both the Watershed Front of House duty manager and Café/Bar duty manager are also first aid trained and contactable via the Studio radio on the reception desk.

The first aid box is above the sink in the kitchen area and on the shelf next to the reception desk; inside them is an accident book. Please enter any accidents – even if the injuries are slight to none – into the accident book and report them to the Studio Coordinator. All accident forms must be handed to the Studio Coordinator who must also be informed if an injured person attends hospital or is off work as a result of an accident at work. Watershed monitors all reported accidents in order to minimise all accidents.

### **2.1 Electrical Safety**

Please support us in keeping the Studio safe for yourself and others at all times:

- Never handle electrical appliances or remove plugs with wet hands.
- Report any worn cables, broken or loose plugs, or anything else that seems to be wrong with a piece of electrical equipment to the Studio Coordinator.

It is your responsibility to ensure that any electrical appliances that you bring into the Studio (e.g. radios, phone chargers etc.) are safe. Watershed carry out Portable Appliance Testing (PAT) but this does not include personal items.

## **3. General Studio Matters**

It is everyone's responsibility to clear up after themselves and keep Studio spaces clean and tidy at all times. This includes desks, kitchen surfaces, meeting spaces and storage areas. Cleaning products can be found in the cupboard beneath the kitchen sink.

The cleaners come in early Monday-Friday. If you notice anything that hasn't been done (e.g. no toilet paper in loos, waste bins not being emptied) please tell a member of staff.

Current Staff Members are:

Martin O'Leary - Studio Community Lead

Lawottim Anyway - Studio Coordinator

Danielle Rose - Network Producer

Vic Tillotson - Talent Development Lead

Furaha Asani - Research Team Lead

Tony Bhajam - Inclusion Producer

Vanessa Bellar-Spruijt - Watershed Producer

Emma Boulton – Watershed Producer

Zoe Rasbash – Climate Action Researcher

Bridget Hart – Create Growth Coordinator

Jo Lansdowne – Executive Producer

### **3.1 Eating and Drinking**

Please clear shared meeting room space once meetings and events have finished and load crockery and cutlery into the dishwasher. Don't leave any food in the fridge for more than a few days. The space is very limited, and food will be thrown out as soon as it reaches its expiration date.

Tea and coffee are ordered through Watershed. Milk, sugar, cleaning products etc. are bought when needed. We have a contribution system for the maintenance of the kitchen and supporting the community and suggest 50p per cup and filling up the tea tin once it has run out or just turning on the dishwasher once it's full.

### **3.2 Environment and Recycling**

We aim to be an environmentally friendly/low carbon workspace. We are currently able to recycle plastic, cardboard, paper, tins and glass through Watershed. Please place all plastic, cans and tetrapacks into the appropriate bin in the kitchen. Cardboard should be flattened and put behind the paper recycling. Any dead tech should be removed from the Studio. Also, remember to switch off lights, computers and other equipment when you leave.

### **3.3 Room Bookings**

The Studio's Meeting Room and Events Space can be booked for use in advance via the Studio Coordinator

#### **3.3a Meeting Room**

The Meeting Room is an enclosed space that comfortably seats up to twelve people for private meetings. There is a plasma screen available that can be connected to laptops and used for presentations etc. Please speak to the Studio Coordinator for assistance with setting this up.

#### **3.3b Events Space**

The Events Space is an open area that can be rearranged for various seating layouts (40 capacity for theatre style, or up to 5 glass-top tables). It features a stereo system and a 4k screen for presentations, with HDMI, VGA and display port inputs that allow for the attachment of laptops. Please speak to the Studio Coordinator for assistance in setting these up.

#### **3.3c Maker Space**

The Maker Space is designed to be a multipurpose noisy space that can be used for assembling, building and hacking. There is storage space for Residents to leave projects but as space is limited please make sure your possessions are labelled if valuable.

#### **3.3d Quiet Space**

The quiet space is a non-bookable area of the Studio that is made available for access needs. You do not need to explain why you need to use the space. It is expressly not for video calls or phone calls, unless you require use of the space for a therapy session.

### **3.4 Equipment booking**

If you wish to borrow the Studio's equipment, it needs to be booked out. To do this, please contact the Studio Coordinator, who will log your booking on the appropriate form and will give you the requested item(s). Please note that if you wish to take any equipment for use outside of the Studio, you will need to discuss this with the Community Lead.

### **3.5 Catering for Events**

Watershed can cater for Studio events with ample notice. If you wish to have catering provided for an event, please contact the events team ([events@watershed.co.uk](mailto:events@watershed.co.uk)) with numbers of attendees and any special requests you might have and you will be provided with a tailored menu to consider. If You are welcome to arrange catering from elsewhere, but please ensure allergen information is correctly displayed. If you're not sure, ask the Studio Coordinator.

### 3.6 Maintenance and Repairs

Watershed's Operations team are responsible for the maintenance and security of the building. If you find something that needs mending please tell the Studio Coordinator.

### 3.7 Other Studio matters: Printer and Posting

There is no access to the printer for Residents (it's for use by core office team only) please make your own arrangements for printing.

The full Studio address is: **Watershed FAO Pervasive Media Studio, 1 Canon's Road, Harbourside, Bristol, BS1 5TX.** Please note that this address cannot be used as a home, business or billing address. **Or for the registered address of a company, charity or CIC.**

## 4. ICT

The following information is an abridged version of Watersheds Acceptable Use Policy. The Studio and its Residents must adhere to it at all times.

### 4.1 ICT Acceptable Use Policy

All Watershed's ICT facilities and information resources remain the property of Watershed and not of particular individuals, teams or departments. By following this policy we'll help ensure ICT facilities are used legally, securely, effectively, without undermining Watershed, in a spirit of co-operation, trust and consideration for others, and so they remain available.

#### Copyright:

Obey both the spirit and letter of licensing and copyright agreements. Do not use Watershed's facilities to obtain copyrighted information in a way that violates that copyright.

#### Security:

Never give out your Basecamp, Slack, website or Internet password to anyone. Don't attempt to gain unauthorised access to information or facilities.

### 4.2 PM Studio Wireless Network – set-up procedure For

#### Mac:

Connection details

Network Authentication: WPA-PSK

SSID (case sensitive): Studio

Password: (request from Studio Coordinator)

#### For PCs:

Encryption: TKIP

Using the airport menu (right hand side of the menu bar), switch on *airport* and "connect to other...". From *wireless security*, drop-down menu select *WPA personal*, type in the SSID and password, and click *connect*. If you have any problems, please tell the Studio Coordinator who will contact Watershed's IT department.

### 4.3 Studio Slack Channel

Once you've set up your Internet connection, please send your e-mail address to the Studio Coordinator (Studio@watershed.co.uk) who will add you to the Studio Slack channels. This will allow you to share information with other Studio users, receive news of events and keep up with activities that are happening nearby too. The team will give you a steer of what channel is used for what information during your induction.

#### **4.4 CCTV Monitoring**

Watershed will never use electronic monitoring (CCTV, network monitoring, etc) of its employees or Residents without their knowledge and consent. The only exceptions to this are when the ICT department unavoidably encounter data when trying to fix a problem, or when security is a concern (e.g. looking at CCTV footage to spot a possible theft).

### **5. Resident Behaviour**

As part of your contract as a Resident, you agree to enact the Core Principles of the Pervasive Media Studio and sign up to our Resident Commitments.

#### **5.1 Core Principles and Resident Commitments**

Our Core Principles are Generosity and Interruptability which we recognise look different for everyone. Our Resident Commitments describe the behaviours which we believe will make the Studio a more inclusive space. Appendix A of your contract outlines these in more detail, with examples. Where Watershed has concerns that you are not acting in line with the Core Principles and/or Resident commitments we will:

- Initiate a Resident Review meeting to raise these concerns with you directly (providing specific examples and evidence), listen to your perspective and agree next steps (you may bring an impartial listener along or access support worker). This discussion may take place over more than one meeting if more time is deemed helpful.
- Our aim will always be to resolve concerns through a process of reflection and change. Where this is not possible, Watershed may recommend that your Residency is ended. This might happen in instances where you decline to participate in a Review meeting, where Watershed remains concerned that your behaviour will continue to fall outside of our Core Principles and/or Resident commitments, or where your past behaviour is deemed to have caused irreparable harm.
- This recommendation will be considered by representatives of the three partners in our Studio Operations Group (see section 11) and a decision will be reached.
- In some cases, where we consider that there is reasonable risk of harm, we may pause your Residency while this process is undertaken.

#### **5.2 Residents Disputes and Complaints Policy**

Our Resident Disputes and Complaints policy (Appendix B of your contract) outlines how you can give feedback on, or make a complaint about the Studio (via Watershed's Creative Projects Complaints Policy) and governs how we manage disagreements between Residents.

### **6. Additional Health and Safety Information**

#### Manual Handling

Nearly everyone will need to lift or carry, as part of their job and it is important that it is done correctly to avoid injury. Never attempt to lift anything that is too heavy or awkward. Before you attempt to lift the item, assess the weight of the load, and request assistance if required. During normal lifting, remember to keep a straight but relaxed back and let your leg muscles do the work, as you stand upright. For items that are on high shelves, avoid over reaching and use a stepladder.

#### Slips, Trips and Falls

All spillages must be cleaned up immediately to prevent yourself or others slipping. All wet floors must be identified by displaying a yellow 'wet floor' sign. See the Studio Coordinator for access to the cleaning cupboard. Boxes and containers must not be left on the floor where others can trip over them. It is especially important not

to leave them in corridors, on staircases or in other circulation areas. Good housekeeping will reduce the risk of injury to customers and employees.

### Using Chemicals

Cleaning materials and detergents must be clearly labelled and kept in their original container whenever possible. They should be used and stored safely, following the manufacturer or supplier's instructions. Detailed instructions for the use and storage of all chemicals within your department are available from the Studio Coordinator. When introducing a new chemical into the Studio (be it a cleaner, glue spray, etc) please be sure to declare it to the Studio Coordinator so that our COSHH (Control of Substances Hazardous to Health) information can be kept up to date.

### Sharps

Broken glass, crockery and other sharp waste must not be disposed of in plastic waste bags. Protruding sharp objects can easily injure other people.

### Electrical Safety

Never handle electrical appliances or remove plugs with wet hands. Report any worn cables, broken or loose plugs, or anything else that seems to be wrong with a piece of electrical equipment to the Studio Coordinator.

## **7. Health and Safety Policy Statement**

*The Health and Safety Policy is available for all employees to read and is located next to the reception desk.*

In accordance with the Health and Safety at Work etc. Act 1974, Watershed Media Centre's statement of general policy is:

- To provide adequate control of the health and safety risks arising from work activities
- To consult with our employees on matters affecting their health and safety
- To provide and maintain safe plant and equipment
- To ensure safe handling and use of substances
- To provide information, instruction and supervision for employees
- To ensure all employees are competent to do their tasks, and to give them adequate training
- To prevent accidents and cases of work-related ill health
- To maintain safe and healthy working conditions
- To review and revise this policy as necessary at regular intervals

All Studio Residents are reminded of their statutory duty to:

- Pursue their duties in a safe manner with due regard to the Health & Safety of themselves and others
- Co-operate with Management in maintaining good standards of Health & Safety
- Report any defects or hazards without delay to their supervisor, the House Manager or Health & Safety representative
- Not to interfere with anything provided in the interests of safety, wear any protective equipment provided and follow all Company Safety Rules and Codes of Practice.

## **8. Access**

You always have the option of completing or updating an Access Needs Form (on the intranet or by request) and sending to the Community Lead. This is your chance to let us know of any access needs you want us to be aware of. This document is shared with the Studio Team to allow people to be aware of your needs. None of your information, will be shared beyond this without your expressed written consent.

You are not expected to share this information if it doesn't feel comfortable for you to do so. If you have access needs and decide not to disclose them, you acknowledge that this may prevent us from being able to offer all the support you need in the Studio.

The information will be held on a secure database, which will be accessible to any new staff who take over existing positions in the Studio Team. This is to ensure that you don't have to explain your access needs repeatedly, if a key member of staff leaves the organisation.

You can request to update your Access Needs Form at any time. You can also request for your information to be removed from our database at any time. Records will be deleted within 30 days of a written request, sent to the current Community Lead.

## **9. Intellectual property**

The Studio's aim is to facilitate a collaborative and supportive environment in which ideas can be shared and developed with trusted colleagues. Respect for other Residents' intellectual property and confidential information is a crucial part of this collaboration and so we ask all Residents to adhere to the following principles: You must keep confidential all information disclosed by other Residents, whether that information is disclosed verbally, in writing or in any other form and whether or not expressly stated to be, confidential (confidential information).

You will not use the confidential information of other Residents to develop your own content, products, services, technologies or applications, or otherwise than with their consent. For the purposes of these Principles, confidential information will not include information that is publicly available (other than as a result of a disclosure by you); or has been independently developed by you without reference to the confidential information, as demonstrated by reasonable written evidence.

## **9. Watershed discounts**

The bar have extended their drinks offer to Residents, which means Americano for £1.10 (black or white) filter coffee for 70p a mug or tea for 40p – subject to changes in prices. This is subject to change so please check with a member of the Studio Team before trying to access these discounts.

## **10. Watershed paying Residents**

Watershed asks you to participate in the Studio actively, believing that a community is something that we all make through mutual exchange - and that this creates more value for everyone. The Studio team might sometimes ask you to do something beyond your normal role as a Resident e.g. more than the ongoing invitation to regularly attend lunchtime talks, chat to each other, come to studio lunches, offer feedback at show and test etc. We are guided in making a decision about whether we should pay you for this time by asking ourselves:

- Have we approached you with a specific ask, as opposed to it being a general opportunity which you decide is of value e.g. you want to share work in progress at First Friday?

If the answer to this is 'yes', then we will consider the questions below:

- Is the primary purpose benefit advocacy for Watershed?
- Are Watershed being paid to deliver the activity?
- Will it take you more than two hours?

If the answer to any of the above questions are 'yes' then we will normally pay for your time. Watershed will also always consider the following:

- you should always be able to say no to the ask without fear of recrimination
- we shouldn't always be asking the same people
- we should not ask you to represent a specific demographic community, unless that is an explicit part of your professional practice
- we may need to cover additional costs (above your time) to enable you to say yes
- some people in the Studio are salaried in jobs that include this work (e.g. they are a full time academic) and so payment may not be appropriate
- some Residents may refuse payment as they are less able to participate in the Studio in other ways and see this as part of their contribution.

We will always ask our partners to take the same approach to working with Residents.

## **11. Pervasive Media Studio Governance**

Pervasive Media Studio is run in collaboration between Watershed, University of Bristol and UWE Bristol. Watershed hosts the Pervasive Media Studio in our building and acts as its Producers; creating the culture, fundraising for projects, making the day-to-day decisions about how things are run and holding contracts with Residents. All Watershed staff complete a Conflicts of Interest/Loyalty register that acknowledges any areas where our actions or decisions might be, or perceived to be, impacted by a conflict (e.g. membership of boards, personal relationships, company stakeholders etc) and appropriate action is taken to ensure that this does not occur.

We have a governance structure that brings together the three partners as follows:

### *1. Operations Group* made up of representatives of the three partners.

Current membership: Jo Lansdowne (Executive Producer, Watershed), Martin O'Leary (Community Lead, Watershed), Tony Bhajam (Inclusion Producer, Watershed), Kirsten Cater (Professor of Computer Science, University of Bristol), Gail Lambourne (Brigstow Institute Manager, University of Bristol), Tom Abba (Director of Digital Cultures Research Centre, UWE Bristol) and Melissa Blackburn (Research Manager, UWE Bristol).

Meets every fortnight to; review new applications to the Studio, advise and sign off on new policies, award funding through the Studio Development Fund, respond to any complaints and concerns from Residents, identify new opportunities.

### *2. Strategy Group* made up of senior leaders of the three partners.

Current membership: Clare Reddington (CEO of Watershed), Anne Wong-Erven (General Manager, Watershed), Elena Marco (Dean Faculty of Arts, Creative Industries and Education, UWE Bristol), Mandy Rose (Professor of Documentary and Digital Cultures, UWE Bristol), Atau Tanaka (Professor of Sonic Interaction, University of Bristol), Debbie Watson (Director of Brigstow Institute, University of Bristol).

Meets every 6 months to; hear a report from the Operations Group on the past 6 months of activity, advise on long term strategy, sign off on financial spend, identify new opportunities.

## **12. Watershed Funding Programmes**

Watershed regularly act as a funder, often in partnership with other organisations.

As a Resident you are welcome to apply to these funding programmes. We will endeavor to ensure that you are supported in that process without receiving an unfair advantage against other applicants. Wherever possible we will identify a member of the team who is not involved with the selection process to help you think through your idea and application if requested. Members of the Studio team may be involved in reviewing your application as long as there is not a Conflict of Interest/Loyalty (see Section 11 above) and will therefore redirect you if you ask them for support beyond what is available to all other applicants.