

Corporate Policy & Procedure

Policy Title: Appendix 1-IDEA Square One Innovation Hub Membership.docx

Policy Number: [Policy No.]

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Section: Planning and Building

Subsection: Economic Development

Effective Date: [Effective Date]

Last Review Date: [Last Review]

Approved by:

Owner Division/Contact: Manager, Small Business, Entrepreneurship & Innovation

Council

Policy Statement

The City of Mississauga's IDEA Square One Innovation Hub (the "Facility") supports the development and growth of innovative, sustainable and inclusive businesses by providing business support services and programs through a membership-based model.

Purpose

The IDEA Square One Innovation Hub offers entrepreneurs/business owners access to co-working spaces, programming, business advisory services and special events.

This policy outlines the eligibility criteria and process for entrepreneurs/business owners to become a Member of the Facility.

Scope

This policy applies to staff responsible for the management and administration of the IDEA Square One Innovation Hub Membership Program, which is administered by the Economic Development Office, Planning and Building Department.

Relationship with Members

The City's relationship with Members is not a partnership or affiliation, and is not an endorsement of the Member or their representatives. The City's relationship with Members under the IDEA Square One Innovation Hub Membership Program is limited to providing Members and their representatives with access to co-working spaces, programming, business advisory services and special events. The City will not be held liable for the decisions, activities and/or actions of Members and their representatives or for ensuring that Members and their representatives are in compliance with applicable laws and regulations.

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Legislative Requirements

Any collection, use and disclosure of information under this policy will be undertaken in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* of Ontario (“*MFIPPA*”), as amended.

Definitions

For the purpose of this policy:

“Applicant” means a registered business or a corporation requesting membership.

“Facility” means IDEA Square One Innovation Hub, located at the Square One Shopping Centre in Mississauga, Ontario.

“Member” means a registered business or a corporation that has been approved for membership and has paid the appropriate membership fee to access the Facility and associated resources and services (e.g. common areas, co-working spaces, programming, business advisory services and events).

“Membership Agreement” means a legal agreement with terms and conditions that an authorized representative of the Member is required to sign.

“Membership Level” refers to the various categories of membership, including associated fees and benefits.

Roles and Responsibilities

Director, Economic Development

The Director, Economic Development is accountable for ensuring all applicable managers/supervisors and City IDEA Square One Innovation Hub Staff are aware of this policy and of any subsequent revisions.

Manager, Small Business, Entrepreneurship and Innovation

The Manager, Small Business, Entrepreneurship and Innovation is responsible for the administration of the IDEA Square One Innovation Hub Membership Program and accountable for:

- Ensuring compliance with this policy
- Ensuring all applicable staff are trained on this policy and any subsequent revisions with respect to practical implementation in their specific job function
- Approving new membership requests and/or special membership status
- Approving removal of Members from the IDEA Square One Innovation Hub Membership Program, as required/applicable in instances of Member non-compliance with the Membership Agreement

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- Notifying Members of their removal from the IDEA Square One Innovation Hub Membership Program as required, and
- Approving membership revenue and reporting documentation

IDEA Square One Innovation Hub Supervisor

The Hub Supervisor is responsible for:

- Monitoring compliance with this policy
- Reviewing and vetting new membership requests in collaboration with applicable staff
- Recommending membership requests to the Manager, Small Business, Entrepreneurship and Innovation for approval
- Conducting annual membership reviews to ensure ongoing compliance with the Membership Agreement
- Reporting instances of Member non-compliance with the Membership Agreement to the Manager, Small Business, Entrepreneurship and Innovation
- Recommending to the Manager, Small Business, Entrepreneurship and Innovation that Members be removed from the IDEA Square One Innovation Hub Membership Program, as required/applicable
- Following the standard operating procedures (SOP) for recording, processing, monitoring and reporting of membership revenues in liaison with Finance Division staff, and
- Supporting IDEA Square One Innovation Hub Staff as required/appropriate

IDEA Square One Innovation Hub Staff

City staff working at the Facility are responsible for responding to inquiries, and providing information, assistance and guidance to Members with respect to the IDEA Square One Innovation Hub Membership Program and associated benefits and their understanding of and compliance with this policy.

Member Eligibility Criteria

All Applicants must meet the following minimum criteria to become a Member of the Facility, providing proof to the City upon request:

- Representative(s) of the Applicant must be at least 18 years of age
- Applicant must be located in the City of Mississauga
- Applicant must be a registered business or a corporation
- Representative of the Applicant must be a Canadian Citizen, Permanent Resident or participating in Canada's Start-up Visa program
- Representative of the Applicant must have authority to bind the business or corporation to the Membership Agreement
- Applicant must not be a franchise or franchisee

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An Applicant who meets the above criteria shall be eligible and considered for membership by the City subject only to the process and conditions set out below.

Membership Levels

Appendix A of this policy provides an overview of the Membership Level categories and the associated membership Benefits.

Membership Requests and Approval Process

Applicants meeting the eligibility criteria may express their interest to become a Member of the Facility by registering for a membership at ideamississauga.ca.

Membership requests will be processed and Applicants notified of the outcome within 10 business days.

If a membership request is approved, the Applicant will be required to sign a written Membership Agreement comprising terms and conditions of Membership as determined by the City, and make payment for the Membership Level selected.

The City reserves the right to approve or deny any Applicant request in its sole discretion. All requests are subject to Facility capacity and/or the availability of City resources.

Exceptions

The Manager, Small Business, Entrepreneurship and Innovation may grant an exception if an Applicant does not meet the eligibility criteria in this policy, or if a membership request is denied.

Membership Responsibilities

Members must sign and comply with a written Membership Agreement, which outlines the terms and conditions of membership, and shall be required to adhere to the Members' Code of Conduct as prescribed by the City, that shall form part of the Membership Agreement.

Membership Termination

Members may be removed from the IDEA Square One Innovation Hub Membership Program, at the sole discretion of the City, for failing to comply with eligibility requirements and/or the terms and conditions of the Membership Agreement, including the Members' Code of Conduct.

Revision History

Reference	Description
Enter previous review - e.g. GC-1234-2015	Click here to enter text.

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Appendix A – IDEA Square One Membership Levels and Benefits Defined

Scale ID Membership	Step ID Membership	Start ID Membership	Day Pass Membership	Community Pass
<ul style="list-style-type: none"> Monthly rental of dedicated private office (<i>up to 4 team members</i>) Up to 2 hours per month for scheduled one-on-one mentorship meeting(s) w/EIR Up to 2 hours per month for scheduled meetings with business consultants Up to 2 hours per week room booking (<i>i.e. IDEA Square One boardroom</i>) Free access to IDEA Square One events Access to IDEA Square One Showcase Space at 1 week per quarter (<i>approval required</i>) Annual company feature in IDEA Mississauga e-newsletter & 	<ul style="list-style-type: none"> Monthly rental of dedicated desk (<i>up to 2 team members</i>) 1 hour per month for scheduled one-on-one mentorship meeting w/EIR Up to 2 hours per month for scheduled meetings with business consultants 1 hr per week room booking (<i>i.e. IDEA Square One boardroom</i>) Free access to IDEA Square One events Access to IDEA Square One Showcase Space at 2 times (1 week each) per year (<i>approval required</i>) Annual company feature in IDEA Mississauga e-newsletter & social media (<i>approval required</i>) 	<ul style="list-style-type: none"> Access to general co-working areas (<i>1 team member</i>) Up to 2 hours per month for scheduled meetings with business consultants Up to 2 hours per week room booking (<i>i.e. IDEA Square One boardroom</i>) Free access to IDEA Square One events Request Access to Showcase Space (<i>application & approval required</i>) 	<ul style="list-style-type: none"> Access to common co-working areas (<i>1 team member</i>) 	<ul style="list-style-type: none"> Access to common area at front of IDEA Square One hub Access to general co-working areas – Log in w/tablet at front desk (<i>1 team member</i>)

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social media (<i>approval required</i>) <ul style="list-style-type: none">• Use of IDEA Square ONE as business mailing address (<i>approval required</i>)	<ul style="list-style-type: none">• Use of IDEA Square ONE as business mailing address (<i>approval required</i>)			
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