



Launching Lakeland's Entrepreneurs

Maker Space Incubator Policies and Procedures

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Introduction to the Catapult Maker Space Incubator

Welcome to Catapult

We are glad that you are here. Thank you for building your business in our community. We are here to support you in your journey of entrepreneurship, and we are excited to cheer on your business.

Who We Are

We are a 501(c)(3) non-profit entrepreneur center, serving Lakeland startups. We exist to:

- Showcase Lakeland as a place where you can start something
- Provide value-added educational opportunities that result in growing companies
- Launch companies into brick + mortar spaces
- Connect corporations with the innovative startup community and vice versa
- Recruit and retain talent
- Foster the growth of third spaces for Lakeland employees to enjoy after work

We chase these goals by providing access to affordable workspace, intentional education programming, and funding opportunities. It is our mission to increase the viability of start-ups in our community.

Our Member Values

Catapult is made up of a community of entrepreneurs, each chasing a different goal. As we pursue those separate objectives, we are committed to upholding common values, which are listed below.

These values were crafted in collaboration with our members to represent what we aspire to as a community:

We are innovators. We challenge the conventional and value the possible.

We are learners. We are motivated by continuous improvement and adamantly pursue opportunities to grow.

We are visionaries. We are committed to bringing the best version of our city to life.

We are community. We celebrate each other and embrace diversity because we are better together.

We are grateful. We reflect the immense generosity extended to us by serving and supporting the next generation of startups.

Mission Fit Members

A program aimed for start-ups that are scalable beyond one person, differentiated in the market, and making an impact on Lakeland. With founders who are coachable, resilient, consistent, driven, chasing after goals, and willing to give back. Mission fit members get access to peer support group meetings, exclusive meet and greets, and alumni support. To apply fill out the application form [here](#).

Our Staff

The Catapult staff is always eager and willing to assist with questions and inquires. The Maker Space director serves as the main point of contact for Maker Space members. A complete list of staff can be found at catapultlakeland.com/connect

Brett Chamberlain, Maker Space Director

Email: brett@catapultlakeland.com

Office Phone: (863) 940-9617

Mobile Phone: (863) 712-2482

Catapult is staffed Monday through Friday, 8:30 a.m. – 5:00 p.m., excluding major holidays.

Membership Structure

To serve the needs of varying entrepreneurs, Catapult offers three separate types of membership: Workspace membership, Kitchen membership, and Maker Space membership.

Maker Space Membership

The maker space is designed to facilitate the production and manufacture of finished goods. We serve hobbyists, startups, and established businesses. Our primary focus is to service startups and small business looking to grow in a productive environment. This space is equipped with a wood shop, a metal shop, textile room, 3D printers, and a variety of other types of new equipment. There is 9,500 square feet allocated to storage, assembly, design, manufacture, and training. Skill sharing and collaboration is always encouraged.

Workspace Membership

Maker Space members can add on coworking to their Maker Space membership at a discounted rate of \$65.00 per month, per person. If members want to add this membership prior to their orientation, the \$150.00 per/mo. rate would apply. Billing and space management tools for the workspaces are independent between the Maker Space and the Workspace. To add a coworking membership, contact Workspace Director, Christiaan Abbott at cabbott@catapultlakeland.com, and copy our Guest Services Coordinator, Michelle Harvey at michelle@catapultlakeland.com.

Onboarding Process

After acceptance into the Maker Space, the onboarding process contains three steps: meeting for orientation, gathering documents, and safety training.

Meeting for Orientation

At this orientation, the member meets with the Maker Space Director to review policies and procedures, needed documents, and next steps for the Maker Space. Policies are signed, required documentation is distributed, and safety training is scheduled, see Appendix A.

Joining Fee

A joining fee is applied to all new members of the Maker Space. This \$65.00 fee is collected through Office R&D. <https://app.officernd.com/catapult-lake-land/dashboard/now>

Gathering Documentation for the Maker Space

Catapult must have a few key pieces on file for each member business prior to operation in the Maker Space. To add these to your file, email the Maker Space director with scanned copies.

Prior to orientation, the member is responsible for submitting the following documentation to the Maker Space Director in a timely manner:

- Policies and Procedures
- Legal Forms
- Emergency Contact
- Catapult Terms of Use
- Attestation Letter
- Safety Quizzes (PPE + Hot Work)
- Insurance ACORD Form
- Any applicable certifications
- Business Entity Incorporation Documents – such as an LLC, DBA, Corp., etc.

- Overview of business operation, financials, product(s)
- Employer Identification Number
- Sales Tax ID Number
- General Liability Insurance with Catapult location listed
- General Liability waiver
- Employer Identification Number

For IRS compliance, we require an Employee Identification Number (EIN). This piece can be obtained through visiting IRS.gov, or for more information, refer to the “How to start a business” document <https://catapultlakeland.com/blog/how-to-start-a-business-in-lakeland-florida/>.

Insurance

Catapult Lakeland’s address must be a location covered by the insurance of a business for a minimum of \$2 million in general liability insurance. An ACORD form, with Catapult’s address, must be presented to the Maker Space director before the start of Maker Space usage.

Business Bank Account

Members are required to use a business bank account for Maker Space expenses, through the Office R&D system. This system stores your bank information in an encrypted format.

Documentation Summary

In summary, an employer identification number and insurance certificate must be on file with the Maker Space director and a business bank account must be linked with the Office R&D platform, **prior to the first use of the Maker Space.**

Maker Space Member Expectations

Maker Space members receive subsidized rates for Maker Space usage and are subject to the following expectations. The goal of the Maker Space is to provide a space for start-up businesses.

Member Check-Ins

Primary owners will meet with the Maker Space director every six months to review profit and loss statements from the previous quarter. The purpose of these check-ins is to identify areas for business growth. This information will be kept confidential, and the purpose of this meeting is to identify opportunities for the business to grow.

Data Collection

As a 501(c)(3) nonprofit, Catapult collects an annual survey to assess yearly impact and opportunities for future growth. This data will be kept confidential; however, it is essential for each business to complete this survey, as the board and the funders of Catapult use this data to make strategic decisions. The survey will request gross sales, employee headcount, profitability, and other business metrics.

Education Participation

Catapult is actively developing education curriculum and opportunities for its members. We may ask members to complete education that is designed to further the growth of their business, in line with our mission to launch companies out of the space.

Catapult House Rules

There are several house rules that members of all spaces (workspace, makerspace, and kitchen) are responsible for following.

- **Smoking:** This is a non-smoking facility.
- **Sexual Harassment:** Don't even think about it. Catapult has a zero-tolerance policy.
- **Sexual Conduct:** Prohibited on premises.
- **Firearms and Weapons:** You will be asked to leave if you bring weapons to the facility.
- **No Sleeping Overnight**
- **Drugs and Alcohol:** Under the influence of alcohol or illegal drugs is not allowed at any time and you will be asked to leave.

- **Music:** We love music, but only when agreed by all present. No headphones in the Maker Space when operating equipment. Headphones are heavily discouraged during the operation of equipment. No singing in the Maker Space.
- **Peddling Your Wares:** Direct market and sales at Catapult Lakeland is not what our community is about. That includes multi-level marketing and other such pitches for a quick buck. Please direct your sales efforts outside the organization.
- **Harmonious Relations with Staff and Others:** Negative comments about co-workers or the facility don't develop harmony, so please don't feed negativity, or you will be asked to leave.
- **Confidentiality:** A collaborative, harmonious environment is built on trust. You will hear ideas and proprietary information from co-workers, sponsors, affiliates, and partners. Treat that confidential information the way you would want your own intellectual property to be treated.

Billing for the Maker Space

Billing for the Maker Space is completed through the Office R&D platform, linked to a business's bank account information. The platform uses an auto pay system with a linked ACH account or credit card. By using this software, you agree to the 3% credit card processing fees that are collected by Office R&D. On the 1st of each month, the linked payment method will be charged the invoiced amount.

Hourly Rate

Members pay an hourly rate to use specific Maker Space equipment. This is to offset the variable cost of electricity, machine maintenance, and consumables. Refer to the rate sheet in Office R&D for complete information. **Hourly rates are subject to change without notice and will not exceed beyond the market increase(s) of expense inputs e.g., electricity, raw materials.**

Maker Space Billing

During the first calendar month following an opening inspection, members will pay only the hourly rate for actual hours used, on an a la carte basis. These reservations will be billed individually until the 1st of the next calendar month.

Insufficient Funds

Bills are due on the 1st of each month. If a member's payment method, comes back with insufficient funds, they will have until the 15th of that month to resolve this discrepancy without a late fee of \$50.00 applied the account.

If a member does not resolve this issue by the next monthly bill, the Catapult has the right to suspend or terminate membership in the Maker Space.

Questions regarding billing should be directed to the Maker Space director.

Catapult Maker Space Usage

This section covers all information needed for a job in the Maker Space, from making reservations in the space, to utilizing the various areas, to cleaning and finishing a booking.

Before Your Visit

Before a visit, consider what tasks will be completed during the job. A member should know and understand what supplies and equipment is needed to produce items and ensure appropriate attire is suited for the tasks in the space.

Reservation Policies

Prior to Maker Space equipment usage, all members must have scheduled Office R&D reservations. If a Maker Space member uses bookable equipment without prior reservations, **the account will be billed at double the rate for the respective space.** All Maker Space

members are required to have Office R&D accounts with an associated payment method, as stated in our billing policies.

Calendars. On the Office R&D platform, multiple calendars are displayed representing various spaces within the Maker Space:

Book the space or equipment that fits business production needs. All equipment, tools, and open space that is not bookable is on a first come first serve basis. Some equipment is not bookable without prerequisite safety training and operator training/certification.

Booking Time. When making reservations, please consider others. If a Maker Space member runs late either at the beginning or at end of a job, please note that the time slot may not be extended past the original reservation. Catapult will attempt to accommodate the needs of all members, although sometimes schedules do not permit flexibility.

Cancellations. It is the members' responsibility to book enough time to load, unload, prep, and clean.

What to Bring

Before arriving at the Maker Space, consider what tools are necessary to complete production.

All Catapult members are expected to bring the following, at a minimum:

- Hearing and vision protection
- Hand tools
- Multi-purpose work gloves
- Any specialty tooling to complete a job

Catapult Equipment. During each job, the entire equipment library is available to all members. <https://catapultlakeland.com/maker-space-hidden/>

Any broken or missing equipment will be replaced at the member's expense.

Large Equipment Storage. Any large equipment (i.e., saws, jigs, etc.) that require dedicated square footage in the Maker Space must be approved on by the Maker Space director. These storage requests will be handled on a case-by-case basis and an additional charge for item storage may apply.

Material Storage. Any raw materials and finished products that will remain in the space, must be properly and safely stored. There are dedicated storage racks for these types of materials on the back wall of the assembly room. See Appendix B for storage options and pricing.

What to Wear

In a commercial Maker Space, it is essential that the appropriate attire is observed.

Clothing. All clothing should be fire retardant. Shorts, short skirts, and sleeveless shirts are not recommended.

Shoes: Slip resistant shoes and steel toe boots are preferred in the Maker Space. Running shoes, heels, or open toed shoes are not suggested.

Hair: Hair restraints are required during operation of equipment in the Maker Space. Acceptable hair restraints include but are not limited to head bands, hard hats, or baseball caps.

Jewelry: Jewelry is not a good idea in a workshop. It is not restricted but is best if not worn in the Maker Space.

Catapult Health Policy

Those who are exhibiting symptoms of illness are not permitted in the Maker Space. Those with signs of sickness from nausea, diarrhea, or Flu/COVID symptoms will be asked to leave the Maker Space immediately. If you are feeling unwell for any reason, please do not come to Catapult to work.

Using the Maker Space

After preparing for work in the Maker Space through booking equipment, analysis of equipment needs, and selecting the correct attire/tools, a Maker Space member is ready for work in the Maker Space. This section covers essential information for use during a job in the Maker Space, from entry into the space to the cleaning checklist.

First Visit

Catapult requires that Maker Space members only visit during office hours, Monday through Friday, 8:30 a.m. – 5:00 p.m., for the first two weeks. This will allow for any questions about equipment operation or check out procedures to be answered immediately by the Maker Space director.

Entry to the Maker Space

Each member will be provided Bluetooth access to the unlock three doors: the Textile room, the interior Maker Space entry, and the main Catapult entry. Members are responsible for carrying their phone to ensure entry into the space.

Catapult's main entry is unlocked during the Catapult's staffed hours, Monday-Friday, 8:30 a.m. – 5:00 p.m., excluding major holidays. The receiving room entry will be always locked. For security purposes, do not prop doors.

Using the Loading Dock and Roll-Up Door

This area is for temporary usage only, not for parking. All doors and gates must be closed unless loading or unloading is in process. For loading and unloading, members are able to pull up to the loading dock on the side of the building, between the Catapult building and Lake Mirror. After unloading, proceed to the general parking on the West side of the building.

Deliveries

Deliveries can be received through the roll up door. Instruct delivery drivers prior to arrival at Catapult to pull into the receiving loading dock on the south side of the building for deliveries. **Members must be present to sign and store deliveries at the Maker Space.** Catapult is not responsible for handling member deliveries. A Catapult staff member may refuse your shipment or load/unload the shipment/delivery at an additional cost.

Who can be in the Maker Space?

Only primary members and Catapult staff may enter the Maker Space and use equipment. Members must adhere to the dress code guidelines to be permitted to work in the Maker Space.

Coworking or Kitchen members are not permitted in the Maker Space area unless they have an add on membership. Children under the age of eighteen (18) are not permitted. Guests of Maker Space members may sign in at the front desk and accompany members for limited tours and discussions.

Personal Items

Personal items such as purses, backpacks, computers, office items, etc., should be stored in provided lockers.

Personal Food

Food items meant for personal consumption should be clearly labeled and dated and kept separate from others. Members should not consume meals inside the Maker Space but should use the exterior patio or the Member Kitchen located on the second floor. **Beverages in the Maker Space must in be a sealed container.**

Lockers

Members can elect to have a storage locker free of charge. A lock can be issued as well. A replacement key and/or lock can be reissued at a \$20 fee at the member's expense.

Mail

Catapult's address can be used as a business address for member business start-ups. Incoming mail and outgoing mail may be placed in the label bins adjacent to the locker areas on the second floor.

By signing these policies, a member agrees to allow Catapult staff to sign for mail and packages. Catapult is not responsible for lost, stolen, or damaged mail items. Members must notify Catapult staff in writing if consent for receipt and signature for any mail addressed to a member or business name is not granted.

Mail should be addressed to:

Your Business Name
Catapult Maker Space
502 E. Main Street
Lakeland, FL 33801

Phone and Internet Usage

Please take calls in a common area or outside.

Wi-Fi is provided for the use of all members and should be treated as a shared benefit. If a member engages in any illegal online activities, they will be asked to leave, and the authorities will be notified.

Workstation Use

Each station in the Maker Space is designed for varying functions. Therefore, policies also vary to reflect those differences. **Please note that posted signage by Catapult always supersedes written policies.**

Every workstation must be returned to its original clean and safe state before ending a job. A dirty or unsafe workstation will result, at a minimum, in a financial penalty to the member. An unsafe workstation that could result in injury, will result in termination.

Equipment Usage

Catapult provided equipment is to remain in a clean, safe, and operable condition. If something is broken or not working properly, notify the Maker Space Director as well as tag/lock out the equipment for the safety of others while the equipment is repaired. Other members should be notified through the Maker Space Slack channel by whoever tag/locked out. Members are not permitted to take any equipment or tools out of Catapult, even for temporary use. Follow posted standard operating procedures for the usage and cleaning of equipment.

Finishing a Maker Space Job

A successful job in the Maker Space concludes through cleaning the utilized areas. To close a job, follow the below guidelines.

Cleaning Responsibilities

Catapult has posted a list of tasks to be completed at the end of each job in the Maker Space for each respective area. Refer to that list before concluding the job.

Wiping Down Equipment

Members are required to shut down all equipment used at the end of each job. For equipment that disassembles into smaller parts, the equipment is to be vacuumed, wiped, lubricated as needed.

Sweeping and Mopping Floors

Members are expected to sweep and vacuum the floors in all areas used. The mop, broom, and dust pans are in the janitor's closet. The work area must be swept, then mopped. In areas where nonslip mats are utilized, mats must be taken outside and sprayed to be rid of debris and left to dry. For shared areas, the last member using said area is responsible for mopping this area.

Members must fill the mop bucket with fresh hot water and cleaner. When finished, the member must empty the mop bucket, rinse, and ring the mop, and hang it in the mop sink to drip dry. All equipment must be put back where it was found.

After mopping, place a "wet floor" sign to alert other members. Brooms and mops should be returned to the mop closet and hung appropriately. The mop bucket must be clean and placed back in an organized fashion. Members must ensure that the mop closet is clean and organized.

Waste Disposal

Members are responsible for emptying trash cans used during their job at the conclusion of booking. Members must replace the trash bag with bags provided by Catapult and place trash in dumpster and recyclables, such as cardboard, in the recycling dumpster, both located outside of the bay garage door across the parking lot. If there is a spill of any sensitive or hazardous materials, the member must coordinate with the Maker Space Director and the proper authorities on the proper disposal. This includes machine and saw coolant.

Cleaning Chemicals

Catapult supplies cleaning chemicals for the maintenance of the Maker Space, including dish soap, hand soap, and sanitizer. The MSDS for these are in the black binder. The chemicals must be used appropriately and for the correct task.

Maker Space Storage

Personal property is the sole responsibility of each member. Catapult nor other members are not liable in any way for safeguarding member property.

All storage such as shelves, racks, and pallet are provided by Catapult. Do not bring outside storage shelving or racks into the space.

Before utilizing additional storage, contact the Maker Space director to receive the assigned and labeled storage. Storage rent is added to a member business's monthly bill through the Office R&D. **Unreported storage utilizations will be billed at twice the normal rate.**

Maker Space Emergency Action Plan

If a serious situation arises such as a power outage or member injury outside of office hours, please call Brett Chamberlain, Maker Space Director at (863) 712-2482. If Brett does not answer or respond within 15 minutes, please call Christin Strawbridge, Executive Director at (863) 430-1003.

Emergency: A situation that threatens human life or property and demands immediate attention. **In case of emergency, call 911.**

Provide the following to the emergency dispatcher:

1. Name of Business: Catapult Lakeland
2. Address: 502 E. Main St., Lakeland, FL 33801
3. Nature of the Emergency: Describe the emergency (i.e. fire, break in, etc.)

After contacting 911, please contact the Maker Space Director, Brett Chamberlain, at (863) 712-2482 and Executive Director, Christin, at (863) 430-1003.

Non-emergency: Power outage, faulty equipment, minor injury. Do not call 911 for non-emergencies, this causes a delay in handling real emergencies.

Important Phone Numbers

1. Poison Control Center: (800) 222-1222
2. Lakeland Fire Department: (863) 834-8200
3. Lakeland Police Non-Emergency Number: (863) 834-6900
4. TECO 24-Hour Emergency and Customer Service: (877) 832-6747

Closest Emergency Room:

Lakeland Regional Health

Address: 1324 Lakeland Hills Blvd, Lakeland, FL 33805

Phone Number: (863) 687-1132

Minor Accidents

First Aid Kit. A first aid kit is in the assembly room to address minor injuries, such as small cuts or first-degree burns.

Incident Report

Fill out the report with necessary details and give it to the Maker Space Director. If the equipment was damaged, a request for payment from the member will be reviewed by Catapult staff.

Fines and Fees

Equipment Fine

It is the members responsibility to check all equipment to ensure that it is turned off. Should any equipment be left on after a job, a fine of \$100.00 per occurrence. If this occurs more than two times or could directly endanger another person, then Catapult staff has the right to terminate membership.

Workstation Cleanliness

If a workstation is left in an unclean manner after a job, a fine of \$50.00 will be assessed.

Unreported Overnight Storage

Storage that is utilized, but not reported, is subject to a rate double the respective space.

Additional Occurrences

Catapult reserves the right to fine member businesses for violation of these stated policies.

Value Added Services

Education

Catapult's member values assert that "We are Learners." We work to emulate this value through the educational programming that we offer at Catapult. All members receive a member discount for any paid courses. Education opportunities include course, events, and funding opportunities.

Any questions about educational offerings can be referred to our executive director:

Christin Strawbridge, Executive Director

Email: cstrawbridge@catapultlakeland.com

Phone: (863) 430-1003

Community Events

We host a variety of events at Catapult to foster a spirit of entrepreneurship in our community. To stay up to date on these happenings, visit

<https://catapultlakeland.com/events/>.

Mentorship

Catapult has built strategic relationships with members of the community that can provide expertise in a variety of subject areas. Currently, our mentorship program is hosted on an as-needed basis. If a primary owner would like a mentorship in a specific area, reach out to the Maker Space director to be connected to an expert. Catapult may also assign mentors in fill a specific need.

Funding

Catapult aims to connect entrepreneurs with funding opportunities to grow their business. [A Very Detailed Fundraising Guide](#) along with contacts for business bankers to secure lines of credit.

Micro Grant Program

Catapult manages the [Launch Micro Grant Program](#), a fund supported by seven local banks. Applications for grant of up to \$10,000.00 for equipment purchases are open twice yearly.

Concluding Catapult Membership

The goal of the Maker Space is to provide testing grounds and a launch pad for business. It is our hope that each business grows to the capacity to launch out of Catapult and into their own retail or production space.

Ending Your Catapult Membership

If a member business decides to end their Catapult membership, the primary owner should contact the Maker Space director to make this change, with a predicted date of last usage. When a business cancels their membership.

Exit Survey

Following the last day of usage, the Maker Space director will send an exit survey to the primary owner to receive feedback on the Catapult Maker Space experience and to note areas of improvement.

Continued Support for Past Members

Once a member launches out of the space, Catapult strives to continue to support the business through access to member events and discounted educational programming.

Policy Acknowledgement and Signature

By signing this, I have acknowledged that I have read and fully understand the "Policy and Procedures" documents issued by Catapult Lakeland, Inc.

Name (Printed)

Email

Company

Role / Job Title

Signature

Date

Vehicle Information

Make / Model

Color

License Plate Number

Year

Emergency Contact

Member Name (Printed)

Company

Emergency Contact Name

Relation to Member

Phone Number

Appendix A

New Member Orientation Packet

Bluetooth Access:

1. Download the **ACT ID RS2** app
2. Create a 6-digit pin number
3. Enter your mobile phone number
4. Enter the code that is sent to your number

Incidents:

Follow the action plan located in the black binder. Fill out an incident report.

Maker Space Director Meetings:

Use the QR code to schedule a

- Member Check-in
- Equipment/Certification Training

Wifi Information:

Network: Catapult_Lakeland

Password: 502emain

Reserving Equipment:

Reserve all equipment hours through OfficeRnD. If a key is required, it can be checked out at the front desk. You must be qualified on the equipment before use. Use the QR code to sign in.

Contact Information:

Brett Chamberlain (MS Director):

[P] 863-712-2482

[E] brett@catapultlakeland.com

Shop Safety:

- Label and store all fire hazard chemicals in the fire safety cabinet
- Hearing and eye protection are required, and PPE is provided at the shop entrance doors
- Wear appropriate attire for working, e.g., closed toed shoes
- If operating loud equipment in either shop, close the Wood Shop garage door

Incident Report

- Located near Assembly Room sink. Fill out if equipment malfunctions under member supervision or member injury. Go through Lock Out Tag Out procedure for equipment and report to staff.

Lock Out – Tag Out Procedure

- Located in the Metal Shop. Unplug the equipment and tag it. Lock it and report to staff

Location of Safety Equipment:

- Eye wash stations are in the Assembly and Wood Shops
- Chemical Shower Station in the Maker Space Bathroom
- Disinfectant spray, wipes, gloves will be available under the Assembly room sink

Other:

- Guests must sign in at front desk, be with a member at all times, and **must not** use any equipment.
- Parking pass, we will require license plate #, make model and color of vehicle



^Schedule a meeting^



^Reserve Equipment^

Appendix B

Maker Space Incubation Membership: \$150.00 per month

- Welders – \$12 per hour
- Plasma Table – \$20 per hour
- CNC wood Router – \$15 per hour
- Knee Mill – \$10 per hour
- Haas VF2SS – \$30 per hour
- Epilog Lasers – \$2 per hour

Amenities:

- Mail service
- Lockers
- Wifi
- Free Parking
- Cleaning supplies – soap, sanitizer, trash bags, etc.

Discounts:

- Discounted education classes
- Discounted conference room time (\$15.00 per hour)
- Discounted assembly, classroom, and pop-up space rental (50% off)

Storage Pricing:

- Per storage unit per month:
 - \$10 per additional shelf
 - \$55 per rolling rack
 - \$55 per pallet bay
 - \$55 per pole rack section
 - \$90 for combine pallet and pole rack storage
 - \$175 Studio assembly space with table