



co11ab Membership Handbook

co11ab Membership Handbook	1
1. Introduction	2
Preface.....	2
Mission statement.....	2
About co11ab	2
2. Community and Culture	2
3. Getting Started	3
Location	3
Our space	3
Access to equipment and resources	4
4. Operational Guidelines	4
Facility Booking and Usage	4
IT and Communication.....	5
Access and Security	6
Mail and Delivery	6
5. Policies and Procedures	7
Personal Data Protection Act (PDPA).....	7
Code of Conduct.....	7
Clean Desk Policy.....	7
Lone Working Policy	8
Visitor Policy	8
Safety and Emergency Procedures	8
6. Resources	9
Templates and Forms	9
Useful Links	9
Contact Information	10



1. Introduction

Preface

Welcome to the co11ab community!

This handbook is specially prepared for you. It is to help you navigate co11ab's resources, policies, and community. Although we have endeavoured to give you as much information as possible, the information in this handbook is, however, by no means exhaustive. If you require clarification or more details, do contact us for assistance.

The contents of this Handbook are subject to periodic updates as we progress and continually improve our policies, schemes, and practices. Once again, we welcome you on board. And we would like you to know that co11ab strives to provide you with a comfortable and collaborative living environment.

Mission statement

The mission of co11ab is to nurture and support the translational development of biomedical technologies in the areas of biotech, medtech, and digital health. co11ab aims to be a national innovation and translational hub in HealthCity Novena by creating a platform to support medical technology translation, spin-off creation, and incubation.

About co11ab

co11ab is a BioMedTech incubator – forged through a tripartite alliance between Nanyang Technological University, Singapore (NTU Singapore), Agency for Science, Technology, and Research (A*STAR), and National Healthcare Group (NHG). Our key focus areas are biotech, medtech and digital health.

The name "co11ab" symbolizes our commitment to collaboration and innovation. The "11" signifies our location at 11 Mandalay Road in District 11, Singapore.

2. Community and Culture

At co11ab, we foster a dynamic and inclusive culture that thrives on innovation, collaboration, and growth. Our community is built on the principles of mutual support and shared success, where startups and pre-spinoffs benefit from the collective expertise of seasoned mentors, industry leaders, and strategic partners. We prioritize open communication, continuous learning, and an entrepreneurial spirit, ensuring that every member has the resources and encouragement they need to achieve their full potential and make a significant impact in the biomedtech industry.



3. Getting Started

Location

Address:

co11ab

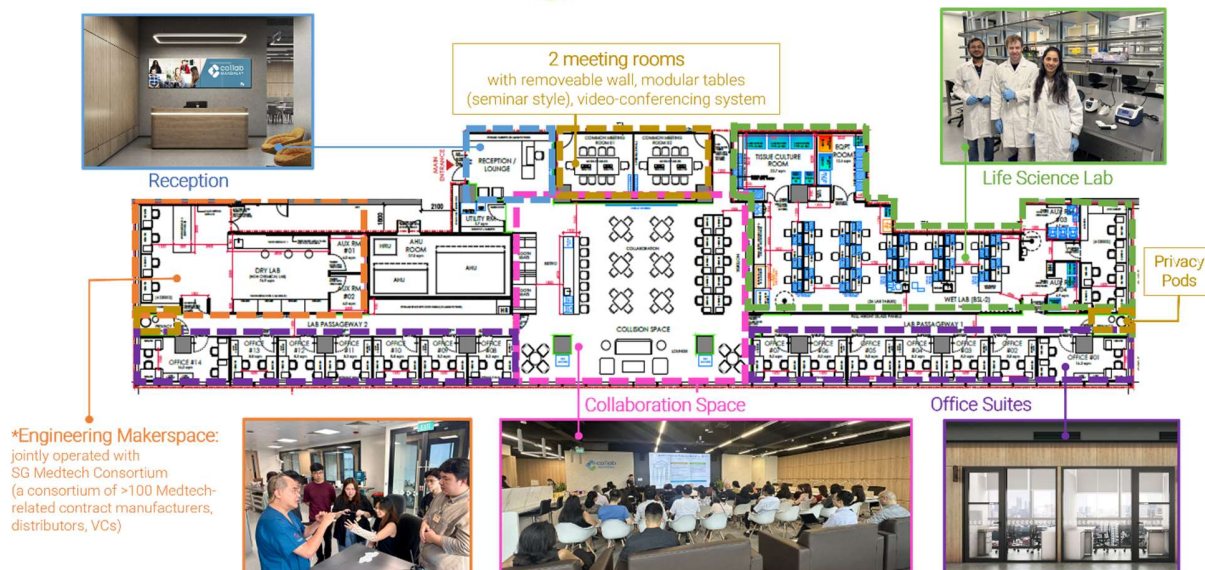
Lee Kong Chian School of Medicine
Clinical Sciences Building
11 Mandalay Road, #16-01
Singapore, 308232

co11ab is strategically located within Lee Kong Chian School of Medicine, at the heart of HealthCity Novena. Our location offers proximity to a variety of healthcare institutions and research centers. This integration into the healthcare ecosystem provides a significant advantage, facilitating direct interactions with doctors and patients, and streamlining clinical evaluations, validation, and test-bedding processes.

Our space

co11ab features a 1,000 sqm facility designed to support startups with all the essentials for a successful launch and growth. Our space includes:

- **Collaboration Space:** Relax and network in our bistro area with comfortable sofas and access to scientific publications, industry reports, and business newspapers. We offer hot desks for co-working and private pods for confidential calls.
- **Life Science Lab:** A fully equipped communal BSL-2 laboratory with 24 lab benches, and an adjoining tissue culture room.
- **Engineering Makerspace:** Jointly operated with the Singapore MedTech Consortium (SMC) – a group of over 100 SMEs providing end-to-end manufacturing solutions.
- **Dedicated Offices:** Enjoy breathtaking panoramic views of the Central Business District from our spacious suites, designed for 2 or 4 desks, perfect for expanding teams.
- **Meeting Rooms:** Two meeting rooms with movable TV screens and teleconference capabilities. For larger gatherings, the rooms can be combined to create a single large space.



Access to equipment and resources

- **Access to NTU facilities:** Research Facilities (including animal house); Clinical Simulation Facilities; Meeting/Event Facilities. Please refer to <https://www.ntu.edu.sg/medicine> for more information.
- **Access to A*STAR facilities:** Largest e-platform for Laboratory Consumables & Reagents; Scientific Equipment; Technology Platforms; Tech Access Initiative. Please refer to <https://www.rsc.a-star.edu.sg/> for more information.

4. Operational Guidelines

Facility Booking and Usage

- **Booking system:**

Please use "Clearrooms" (<https://portal.clearrooms.com/>) to book facilities within co11ab, including meeting rooms. The "Clearrooms Desk Booking" mobile app is also available for making reservations. You will receive a system email notification to set up your account and password. If you encounter any login issues, forget your password, or require access to specific facilities, please contact the Operations & Finance Manager. Please attend your bookings or cancel them in advance if the space is no longer needed. Any unused and un-cancelled bookings will be considered as utilized. Details regarding booking limits and charges are provided during your onboarding orientation.

- **Common equipment and facilities:**

Access to common equipment and facilities is subjected to availability, terms and conditions, and allocated time. Please use these resources skilfully and properly. Report



any malfunctioning equipment to co11ab staff immediately; do not attempt to repair it yourself.

- **Life science laboratory:**

Please ensure you receive proper training before using any laboratory equipment. Report any issues to the Safety & Facilities Operations Manager. Additional services such as storage, waste disposal, glassware washing, lab coat laundry, and more are available. For more details, please contact the Safety & Facilities Operations Manager.

- **Engineering Makerspace:**

The makerspace, jointly operated with Singapore MedTech Consortium (SMC), requires you to complete training conducted by SMC staff before using the machines and equipment. Please submit a booking request form to the Safety & Facilities Operations Manager at least 7 days before your intended use. Exercise caution when operating the machine and equipment. If you are not confident or in doubt, do inform Safety & Facilities Operations Manager so that arrangement can be made with SMC staff for help.

- **Office Suite:**

We value your privacy and prioritize your safety. To ensure we can quickly respond to emergencies, please keep your office glass free of decorations, posters, and curtains. Remember to lock your office and turn off the lights when you are not present.

- **Meeting room:**

The meeting rooms are available to members during working hours, 9 AM to 6 PM (excluding weekends and public holidays). Should you need the room outside of these hours, please contact the Senior Executive. After use, please dispose of any waste, clean up any mess, and turn off the lights. Please return any items taken from co11ab to their original locations.

IT and Communication

- **Member Login**

The member portal (<https://www.co11ab.sg/member-page/>) provides access to various facility and equipment booking platforms and other resources. You will receive a system email notification to set up your account and password. If you encounter issues with logging in, forget password or need access to specific equipment or resources that are unavailable, please contact the Operations & Finance Manager. Additionally, please notify the Operations & Finance Manager of any changes in your team members.

- **Wi-Fi and Printing**



The Safety & Facilities Operations Manager will email you the Wi-Fi password. Please keep this information confidential and do not share it with guests or outsiders. Our network should not be used for any activities that could be interpreted as fraudulent, unlawful, harassing, abusive, or obscene. Crypto mining is strictly prohibited. If your use of bandwidth is excessive, we may ask you to reduce it.

The Safety & Facilities Operations Manager will email you the printer account and password. The printer setup instructions are available on the co11ab website under the <Member Page>. If you encounter any setup issues, please contact the Safety & Facilities Operations Manager.

Access and Security

- **Access Control**

Members must use access cards to enter and exit the facility. Please do not hold the door open for others or allow unauthorized individuals to enter. Report any suspicious activity to the Safety & Facilities Operations Manager.

Lab/office space: Available 24/7 with lone working upon approval.

Hot desk: Entry hour is from 9am-6pm, weekdays only.

Access cards and keys are valuable and should be kept secure at all times. If you lose any of them, please report to the Safety & Facilities Operations Manager immediately. A replacement fee of SGD\$30.00 (plus any prevailing Singapore Goods and Services Tax (GST)) will apply. Access cards should be shared only among your colleagues. Please submit their details via our manpower detail form to the Operations & Finance Manager. The “Submitter” on the form is the main contact for the company and is responsible for updating the Operations & Finance Manager on any changes.

- **Security**

Ensure that all office spaces and laboratories are locked when not in use and turn off lights to prevent theft and save energy. Surveillance cameras installed throughout the facility monitor activities for safety purposes and are accessed only by authorized personnel. Additionally, always keep personal belongings secure, avoid leaving valuables unattended, and utilize the lockers or secure storage provided by co11ab.

Mail and Delivery

Our Senior Executive collects mail twice a week. If you are expecting urgent letters or documents, please check with the Senior Executive.



For delivery, please ensure that you or a colleague is available to receive the goods. Direct the delivery man to the Basement 1 loading bay for bulky items that requires a trolley or go to the Level 1 reception counter to collect small items.

Mailing/Delivery address to be used:

co11ab
Lee Kong Chian School of Medicine
Clinical Sciences Building
11 Mandalay Road, #16-01
Singapore, 308232

5. Policies and Procedures

Personal Data Protection Act (PDPA)

Please refer to co11ab membership agreement - SCHEDULE 5 NTU PERSONAL DATA PRIVACY STATEMENT.

co11ab collects and utilizes personal data to deliver services, ensure security, and enhance the platform. We implement appropriate safeguards to protect this data from unauthorized access. You have the right to access and update your information; please reach out to the co11ab staff for any requests or questions.

This premise/area is under CCTV surveillance for security and safety purpose.

Please be aware that photography and videography may occur during the seminar or event for marketing, publicity, and media/social media purposes. If you prefer not to be included, kindly let us know.

Code of Conduct

- **Respect others:** Treat all members, staff, and visitors with respect and professionalism. Foster a positive and collaborative environment.
- **Cleanliness:** Maintain a clean and tidy workspace. Dispose of trash and clean up after yourself in shared areas. Clear your desk of personal and work-related items at the end of each day.
- **Noise Levels:** Use headphones for music and ensure phone conversations are not disruptive to others. For lengthy or loud calls and discussions, use meeting rooms or privacy pods.
- **Privacy:** Respect the privacy and confidentiality of others. Do not intrude on private conversations or workspaces.

Clean Desk Policy



At co11ab, we believe that a tidy workspace creates a welcoming and efficient environment for everyone. Our Clean Desk Policy helps us keep things organized, secure, and professional, making co11ab a great place to work.

- **End of Day Requirements:** At the end of each workday, please clear your desks of all papers, files, and personal items. Lockers in collaboration space are available for daily hot desk usage and must be cleared at the end of the day.
- **Storage of Confidential Information:** All confidential information must be stored in locked drawers or cabinets when not in use. This includes documents, notebooks, and any media containing sensitive data.
- **Electronic Devices:** Computers, laptops, and other electronic devices should be shut down or locked when not in use. Screens should be positioned to prevent unauthorized viewing.
- **Personal Items:** Personal items should be minimized on the desk. Avoid cluttering shared areas.
- **Shared Areas:** Shared areas such as meeting rooms, printer stations, and common spaces should be kept tidy. Return items taken from co11ab to their original position or location.

Lone Working Policy

If you intend to work alone outside of normal working hours (weekdays from 9:00 am to 6:00 pm), on weekends, or public holidays, please follow below steps to obtain approval. Forms are available for download on the co11ab website under the <Member Page>.

- 1) Obtain approval for lone working from your supervisor.
- 2) Complete company's risk assessment form.
- 3) Fill out the LKCMedicine Lone Working Application Form.
- 4) Submit both forms (2) and (3) to the Safety & Facilities Operations Manager.

Visitor Policy

Please guide your guests to clear the security at Level 1 reception counter. If possible, please inform our Safety & Facilities Operations Manager at least 3 days in advance, especially if it will be a large group. Please schedule your guest visits between 9am and 6pm.

Safety and Emergency Procedures

- **Safety Briefing**

Orientation and safety briefings are conducted approximately twice a month. These sessions will help you to familiar with the facilities, safety protocols, and operational



guidelines at co11ab. Invitations will be sent via email. Attendance is mandatory to ensure that all users are fully informed on how to use the premises safely and effectively.

- **Emergency Procedures**

Familiarize yourself with the locations of emergency exits, first aid kits, and the procedures to follow in case of emergency. Always keep a charged mobile phone with you and inform someone of your whereabouts.

- **Emergency Contact Information**

Department	Contact No.
LKCMedicine CSB Emergency Number	6592 3839
LKCMedicine CSB Fire Command Centre	6262 4259
Fire / SCDF / Ambulance (Emergency)	995
Police	999
Non-Emergency Ambulance Service	1777
Tan Tock Seng Hospital	6257 6011
National Environment Agency (NEA) Emergency	1800-2255632
Ministry of Health (MOH) General Line	6325 9220
co11ab Safety & Facilities Operations Manager, William Lim	9693 3790

- **co11ab Evacuation Routes**

Please refer to co11ab Safety Handbook.

6. Resources

Templates and Forms

Templates and Forms can be downloaded via co11ab website <Member Page>. If you need assistance, approach the Operations & Finance Manager.

Useful Links

- co11ab website: www.co11ab.sg
- co11ab LinkedIn: <https://www.linkedin.com/company/collab-novena>
- NTU Lee Kong Chian School of Medicine: <https://www.ntu.edu.sg/medicine>



- A*STAR Research Support Centre: <https://www.rsc.a-star.edu.sg>
- Clearrooms booking system: <https://clearrooms.com/>

Contact Information

If you need help, please feel free to approach any one of us. For urgent matters, you may contact the Safety & Facilities Operations Manager.

- **co11ab Staff Directory**

Name	Designation	Email	Contact Number
Dr Yinxi Huang	Operations & Finance Manager	yinxi.huang@ntu.edu.sg	(T) 6592 1794 (M) 8180 6897
Mr William Lim	Safety & Facilities Operation Manager	william.limct@ntu.edu.sg	(T) (M) 9693 3790
Ms Poh Xin Yue	Senior Executive	xinyue.poh@ntu.edu.sg	(T) 6904 1401 (M) 9729 5891