

KSUM-LEAP Operational Guidelines for Startups

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1. Operational Guidelines for Startups

1.1 About LEAP

Kerala Startup Mission (KSUM) has launched LEAP Co-working Spaces across Kerala to support startups and entrepreneurs. LEAP stands for Launch, Empower, Accelerate and Prosper. LEAP spaces are designed to nurture innovation, encourage networking, and facilitate the growth of startups.

Under LEAP, startups can access:

- State-of-the-art workspaces, meeting rooms, and essential amenities
- High-speed internet connectivity
- Incubation, mentorship programmes, and business development assistance
- Access to funding opportunities
- A vibrant community of startups for collaboration and knowledge sharing
- Regular events, workshops, and networking sessions

1.2 Types of Spaces Available

1.2.1 Co-working Space

Shared workspaces where individuals from different startups work independently in a common environment.

1.2.2 Dedicated Space / Cabin Space

Private, enclosed office cabins reserved exclusively for an individual startup.

1.2.3 Unfurnished Area

Vacant spaces provided without furniture or fixtures, allowing startups to customize the space according to their requirements. The space is allotted on a per-square-foot rental basis.

1.2.4 Meeting and Conference Rooms

Meeting and conference rooms are available for members on a chargeable basis. These are equipped for client meetings, team discussions, presentations, and conferences.

1.3 Eligibility

Startups with a valid KSUM Unique ID are eligible to apply for LEAP co-working spaces. Initial allotment is for an agreement period of 11 months, renewable in accordance with KSUM policies.

- Eligible startups may avail up to 10 agreement renewals of 11 months each, subject to continued compliance with applicable terms and conditions.
- Up to two further renewals beyond this limit may be considered, subject to the approval of the competent authority of KSUM, at KSUM's sole discretion.
- Companies offering professional services that support startup development and growth are also eligible to apply for seat/space allotment. Commercial terms and maximum tenure for such companies shall be determined by KSUM.

1.4 License Fee and Subsidy

The License Fee is the monthly charge payable by a startup for availing the co-working space and associated facilities. Subsidized rates are applicable to startups holding a valid KSUM Unique ID, subject to eligibility criteria.

- KSUM determines the base License Fee and applicable subsidy, and may revise these rates periodically.
- Details of the prevailing License Fee, subsidy rates, and eligibility conditions are published on the LEAP page of the KSUM website: leap.startupmission.in
- Startups where women founders collectively hold a minimum of 51% shareholding are eligible for an additional subsidy, subject to verification of valid statutory and records.

1.5 Application and Allotment

Startups may apply for LEAP space through the portal: leap.startupmission.in

1.5.1 Application Process

- Applications are evaluated by the Space Allotment Committee constituted by KSUM, which meets periodically based on the volume of pending applications.
- Applicants will be notified when meeting slots are available and may book a slot on a first-come, first-served basis. Only those who book a meeting slot will be considered by the Committee.
- If an applicant is unable to secure a slot for a scheduled meeting, they may book for a subsequent meeting.
- This process applies to all applications received on or after 1st July 2026.

1.5.2 Priority for Allotment

Priority in allotment (directly included in the seniority list) is given to:

- Existing incubated companies under LEAP Centres
- Seed Fund–supported, grant-funded, and Startup India–funded startups

- Startups that have availed funds or grants from KSUM
- Startups led by SC/ST founders, persons with disabilities, and transgender founders

1.5.3 Grievance / Review

Startups aggrieved by the Committee's decision may submit a petition for review by email to: leap@startupmission.in

1.5.4 Upon Allotment Approval

Once your allotment is approved:

1. An 11-month License Agreement is executed between the startup and KSUM.
2. A Security Deposit equivalent to two months' License Fee must be paid prior to occupancy.
3. The first month's License Fee must be paid in advance.
4. The License Agreement is executed upon receipt of payment.

1.5.5 Adding or Reducing Seats

- To add or reduce seats/workstations, inform by written request to the LEAP In-Charge on or before the 15th of the month preceding the requested change. Additions are subject to seat availability. Requests for reduction of allotted seats may be considered by KSUM subject to applicable policies. Any reduction requires prior approval from KSUM and takes effect only upon such approval.
- Existing startups seeking additional space for expansion will be given preference, subject to availability.
- Any additional seat allotment will require payment of the applicable additional security deposit.
- Agreement extensions and additional seat requests will be considered only after clearance of all outstanding dues.

1.5.6 Minimum Utilization

A minimum utilization rate of 20% within each two-month period is mandatory. Failure to meet this requirement will result in automatic cancellation of the applicable subsidy, and the startup will be liable to pay the standard license fee from the following month onwards.

1.5.7 Outstanding Dues – New Applications

If any founder of a new company has outstanding dues from previous companies with KSUM, such dues must be cleared before the application can be approved. Non-compliance with this requirement may result in rejection of the application or initiation of termination proceedings.

1.6 Renewal of License Agreement

Startups are responsible for initiating the renewal process at least 60 days prior to the expiry date of the existing agreement by submitting a renewal request to the LEAP Incharge.

- Renewal eligibility is assessed based on status of outstanding dues, compliance with agreement terms, and any recorded violations during the existing period.
- If found eligible, the approved renewal terms will be communicated to the startup. The startup must complete all formalities, including payment of additional security deposit and license fee, before expiry of the existing agreement.
- If the License Agreement is not renewed before its expiry, the allotment will automatically stand terminated. The startup will be required to complete exit formalities in accordance with prevailing policies.
- If a startup receives more than three termination notices during its tenure, KSUM will not renew the agreement at the next renewal stage.

1.7 Payment of License Fee

- All startups must pay the applicable License Fee and other charges on or before the 15th day of every month to ensure uninterrupted access to facilities.
- In cases where outstanding dues exceed the available Security Deposit, or where payment is made by bank transfer (NEFT/RTGS/IMPS) without submission of transaction details, the startup must promptly regularize the payment and furnish proof of remittance.
- If payment is not received by the 15th of the month, utility services may be disconnected from the 17th day of the month.
- If dues remain unpaid beyond the 25th day of the month, KSUM may initiate termination proceedings and cancel the space allotment.

1.8 Termination of Agreement

The following may result in suspension of services or termination of the agreement:

- Failure to pay the License Fee or other charges within the stipulated timeline
- Non-compliance with terms and conditions of the License Agreement
- Misuse of facilities or violation of LEAP Centre rules

Consequences of termination:

- KSUM may restrict access to the facility, deactivate access credentials, and repossess the allotted space without further notice.
- A demand notice will be issued and KSUM will pursue recovery of all outstanding dues. KSUM reserves the right to initiate legal proceedings for recovery.

- Any startup classified as a defaulter will be ineligible for KSUM schemes, incentives, grants, or subsidies until the matter is fully resolved.
- If any founder is a defaulter under any previous KSUM allotment or scheme, they will be ineligible for allotment of space under any new company application.

Termination may be revoked upon full payment of outstanding license fee and dues, subject to a recommendation from the LEAP Incharge.

1.9 Voluntary Exit / Vacating

- If a startup wishes to vacate the allocated space, written intimation must be provided to the LEAP Incharge at least one month in advance.
- The effective date of cancellation:
 - If request is received between the 1st and 15th of a month: cancellation takes effect from the 16th of the following month.
 - If request is received between the 16th and last day of the month: cancellation takes effect from the 1st of the month after next.
- All outstanding dues must be cleared at the time of intimation.
- A cancellation letter will be issued to the startup following due process.
- The startup must vacate the allotted facility immediately or within the timeframe specified in the cancellation letter.
- Before vacating, the startup must remove all its assets and belongings from the assigned space and return all KSUM-owned assets.
- Failure to vacate within the stipulated period will be treated as unauthorized occupation. KSUM reserves the right to repossess the space, restrict access, deactivate credentials, and remove the startup's assets at the startup's risk and cost.

1.10 Documents Required for License Agreement

The following documents are required at the time of executing the License Agreement:

- Company registration documents (signed copy)
- Residence proof of the witnesses
- ID proof details of all directors
- Company profile and latest business plan
- Employee list with ID proof
- Certified shareholding pattern (required for additional subsidy for women-led startups)
- Grant / Seed Loan agreement document (where applicable)

1.11 Access to the LEAP Centre

1.11.1 Access Card

- All founders and employees of startups must carry their Access Card and a valid Company-issued Identity Card while accessing the facility.
- To obtain an Access Card, submit the prescribed Access Card Application Form along with a copy of the employee's/founder's Company-issued Identity Card.
- A refundable Security Deposit of ₹500 per Access Card is applicable for the Kochi Centre and ₹250 per Access Card for all other centres.
- Access Cards are strictly non-transferable and must be used only by the individual to whom they are issued.
- Any unauthorized use, transfer, sharing, or misuse of an Access Card constitutes a violation of the License Agreement and may result in penalties, suspension of access, or other action by KSUM.
- Loss of an Access Card must be reported to KSUM immediately. A replacement card may be issued upon payment of the applicable Security Deposit.
- Access Cards are automatically deactivated upon expiry, termination, or non-renewal of the License Agreement.
- If an employee or founder ceases to be associated with the startup, the startup must promptly notify KSUM and return the Access Card issued to that individual.
- Startups must submit and update the list of their employees to KSUM on a quarterly basis, and as and when required.

1.11.2 Access Hours

- The facility is accessible to authorized occupants on a 24×7 basis, subject to compliance with KSUM's security and operational requirements.
- For work schedules extending beyond 9:00 PM on normal working days or any occupancy on public holidays, prior intimation must be provided to KSUM, including the names, ID numbers, mobile numbers, and expected duration of stay of employees accessing the facility.
- If such intimation is not provided or approval is not granted, access during such extended hours or on public holidays will not be permitted, and any attempt to access or continue occupancy will be treated as unauthorized.

1.12 Conduct and Professional Ethics

- All founders, employees, and authorized users must maintain a professional, respectful, and collaborative work environment at all times.

- Conduct and interactions must not harm, disrupt, or interfere with the legitimate business interests of other occupants.
- KSUM will not be a party to, nor assume any responsibility for, disputes arising between a startup and its clients, vendors, employees, or any third parties. All such disputes must be resolved by the concerned parties directly.
- Allocation of space at a KSUM LEAP Centre does not confer any governmental status, authority, endorsement, or affiliation. Startups must not represent, imply, or create the impression that they are a government entity, government-owned organization, or an extension of KSUM or the Government of Kerala.
- Any unauthorized use of KSUM's name, logo, brand identity, or premises for the purpose of misrepresentation or creating a false impression of affiliation will constitute a material breach and may result in suspension, withdrawal of privileges, and termination of the allotment.
- The LEAP Centre must not be used for unauthorized commercial activities in common or shared areas. No selling of goods/services, stalls, kiosks, counters, or promotional activities are permitted in corridors, lounges, or other shared spaces without express written approval from KSUM.

1.13 Security

- Access to the LEAP Centre is regulated through the prescribed access control system, including Access Cards issued by KSUM.
- Sharing, lending, or permitting the use of access credentials by non-members or unauthorized persons is strictly prohibited.
- All occupants must cooperate with security personnel and comply with their lawful instructions. Misconduct or abusive behavior towards security personnel will invite appropriate action by KSUM.
- Where a startup expects any guest, client, vendor, consultant, or visitor, prior intimation must be provided to the security personnel or LEAP Incharge, along with the visitor's details and expected time of visit.
- Actions intended to damage property, create an unsafe environment, or trigger false security alarms will be treated as serious misconduct and may result in immediate termination of the space allotment, legal proceedings, and recovery of damages.

1.14 Interns and Non-Permanent Staff

- Where a startup proposes to engage interns, apprentices, trainees, temporary staff, consultants, or any other non-permanent personnel at the LEAP Centre, prior approval from

KSUM must be obtained. Submit details of such personnel to the LEAP Incharge in advance.

- Such personnel must occupy and use only those workspaces and facilities specifically allotted to the startup.
- The startup is fully responsible for the conduct, safety, security, and compliance of all such personnel with LEAP Centre rules.
- All interns, apprentices, trainees, and temporary staff must carry a valid identity card issued by the startup at all times while at the LEAP Centre.

1.15 Workspace Cleanliness

- All startups must maintain their allotted workspace and the common areas they use in a clean, orderly, and hygienic condition at all times.
- Routine office waste (paper, stationery, etc.) placed in designated bins will be collected by the housekeeping team. All other waste — including bulk, electronic, packaging, or business-activity waste — must be disposed of by the startup itself.
- All occupants must segregate waste and dispose of it only in designated bins and collection areas.
- Food delivery personnel are not permitted access inside the building. Startups and employees must collect food orders from the designated delivery point outside the facility.
- Food may be consumed only in designated dining areas. After use, common areas such as cafeterias and breakout spaces must be left clean, with waste properly segregated.
- Any startup causing excessive littering, improper waste disposal, or damage to common areas may be required to bear associated cleaning and restoration costs.

1.16 Equipment and Amenities

- Internet services are provided within the LEAP Centre for work-related use only. Illegal, unethical, or unauthorized online activities are strictly prohibited.
- Any technical issues or connectivity problems must be reported promptly to the LEAP Incharge or designated support personnel.
- Installation or use of additional Wi-Fi networks or internet services within the LEAP Centre requires prior written approval from KSUM. Any unauthorized network setups will be removed by KSUM.
- All electronic equipment, furniture, fixtures, flooring, and fittings must be used with care. Any damage caused due to negligence or misuse will be recovered from the concerned startup.

- Posters, notices, stickers, or any similar materials must not be affixed on walls, doors, or any surfaces, except in designated display areas.
- Any modifications or custom furnishing within the allocated space require prior written approval from KSUM. All associated costs must be borne by the startup.

1.17 Vehicle Parking, Courier, and Postal

1.17.1 Parking

- Parking is available on a first-come, first-served basis in designated areas only.
- Parking of vehicles beyond working hours or for extended durations is strictly prohibited unless expressly permitted by KSUM.
- All instructions from security personnel regarding parking and traffic movement must be strictly followed.
- KSUM reserves the right to relocate or remove any vehicle parked in violation of regulations. All associated costs will be borne by the vehicle owner or startup.

1.17.2 Courier and Postal

- All courier and postal consignments must be received only through the designated reception or security desk of the LEAP Centre.
- Startups must ensure that proper identification details are provided on all incoming and outgoing consignments.
- The LEAP Centre will not be responsible for loss, misplacement, or delay of any consignment once duly received and recorded at the designated collection point.
- Startups must collect their consignments in a timely manner.

1.18 Meeting Rooms and Common Facilities

- Meeting rooms must be booked through the designated KSUM booking portal: <https://facility.startupmission.in/>
- Users must adhere to allotted time slots and occupancy limits for meeting rooms and all other shared facilities, including the auditorium and amphitheatre.
- For meetings or events involving external participants, the startup must submit the attendee list (name, email, and mobile number) to the KSUM Reception in advance.
- The startup is responsible for the proper use of all common facilities. Any damage caused during or after use will be recovered from the startup. Repeated misuse may result in ineligibility for future bookings.
- All waste generated during meetings or events must be properly collected, segregated, and removed from KSUM premises, leaving the facility clean for the next user.

- Meeting rooms and other common facilities must not be used for conducting meetings, recruitment drives, hiring processes, examinations, or events on behalf of any entity other than the allotted startup/company.
- Any booking made under false pretences or for the benefit of a third party will be deemed a material violation of the License Agreement. KSUM reserves the right to cancel bookings, suspend access, and terminate the agreement. KSUM will not be responsible for any claims or consequences arising from such unauthorized activities.

1.19 Noise, Photography, and Videography

- All occupants must maintain a respectful and moderate noise level in shared areas. Loud conversations, prolonged phone calls in common areas, and high-volume audio devices must be avoided.
- Shooting of advertisements, videos, promotional content, or any media production within the LEAP Centre requires prior written approval from the LEAP Incharge. Such activities are subject to time, location, and operational restrictions.

1.20 Shared Resources

- All occupants must use common resources such as printers, kitchen appliances, and shared amenities responsibly, ensuring fair and efficient usage.
- Any malfunction, damage, or performance issue related to equipment or shared facilities must be reported promptly to the concerned KSUM staff.
- Cubicles and tele-booths are intended for short-duration use only (secure calls and brief guest meetings). They must not be occupied for extended meetings or prolonged work, as this limits fair access for other occupants.

1.21 Safety and Emergency Procedures

- All occupants must familiarize themselves with the location of emergency exits, evacuation routes, and safety procedures within the LEAP Centre.
- First-aid kits and a designated sick room are available on the premises. In case of any medical or other emergency, contact the reception or designated staff immediately.
- Personal belongings must not be left unattended. KSUM will not be responsible for any loss or damage to unattended items.
- Any suspicious activity or security concern must be reported to the LEAP Incharge or security personnel immediately.

1.22 Liability and Data Protection

- KSUM will not be responsible for any loss, theft, or damage to personal belongings of members, employees, or visitors within the LEAP Centre premises. Individuals are solely responsible for safeguarding their personal items at all times.
- All occupants must take appropriate measures to protect their data and use secure network connections while accessing digital resources. Sharing of sensitive, confidential, or proprietary information in common or unsecured areas is strongly discouraged.

1.23 Legal Compliance

- Startups and their founders are solely responsible for complying with all applicable statutory and regulatory requirements, including labour laws, ROC filings, tax obligations, and any other legal compliances. KSUM will not be liable for any non-compliance by startups or for any penalties, fines, or legal consequences arising therefrom.
- Each startup must constitute an Internal Committee in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH Act). Details of the Internal Committee must be submitted to KSUM and the relevant Labour Department authorities as required.
- Startups are responsible for their own insurance coverage (including fire, theft, employee liability, and equipment insurance). KSUM will not be liable for any business losses due to outages, service interruptions, or force majeure events.

1.24 Miscellaneous

- Smoking, consumption of alcohol, and use of any narcotic substances are strictly prohibited within the LEAP Centre premises, including all common and shared areas.
- KSUM values feedback from startups. Suggestions, concerns, or grievances may be shared with the LEAP Incharge and will be reviewed through appropriate channels to improve facilities and overall functioning.

KSUM reserves the right to amend, modify, update, or introduce new rules, regulations, and policies governing the LEAP Centre from time to time. All startups and occupants will be bound by revised policies with effect from the date of their issuance or publication. Continued occupancy or use of facilities will be deemed acceptance of such amendments.

All office orders, policies, directives, circulars, and instructions issued by KSUM from time to time shall remain valid and applicable in addition to these Guidelines. In the event of any inconsistency, the provisions of such orders and directives shall take precedence over these Guidelines.