WELCOME

PURPOSE AND SCOPE OF THE CLIENT HANDBOOK

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  Orientation Appointment - Schedule within 30 days of admission
  Orientation
  Client Proof of Insurance – Provided prior to occupancy
  Employee List
  Emergency Contact List
  Chemical List/Check In Forms
  Company Logo jpeg if Available

Requirements from STAR One at Client Service Agreement Signing
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Welcome

On behalf of all of us associated with the Texas State University-San Marcos, I would like to welcome you to the STAR One technology incubator and the Science Technology and Advanced Research (STAR) Park. Your presence makes an important contribution to the continued diversification and growth of the region’s economy through an expansion of entrepreneurial endeavor.

We are striving to provide a community setting which encourages innovation, collaboration, and success. STAR One offers an exciting environment mixing technology startups, growth stage companies, industry research units, student entrepreneurs, a University Research Service Center, and staff experienced in working with innovation-based enterprises. In addition, staff will work with you to access appropriate mentors, funding sources and specialized service providers.

Each company located in STAR One is engaged in bringing a new technology, process, or products to market. By sharing experiences with one another and making full use of available resources, you will have a greater chance of success.

We are excited that you are joining us. Our mission is to help you be successful. Our intention is to continue to grow and improve the services provided through STAR One and STAR Park. We welcome your feedback and suggestions.

Sincerely,

Stephen Frayser
Executive Director
Purpose and Scope of the Client Handbook

**Purpose**

To provide a central, authoritative reference source for identifying and communicating policies and procedures to all Clients of the STAR One.

**Scope**

This manual is intended to communicate guidelines, which apply to STAR One’s operations in general with regard to Client Services. These policies and procedures are incorporated by reference in the legal contractual arrangement between the Client and STAR One that would be documented in the Client Services Agreement or any other contract. If any provision of this manual conflicts with the Client Services Agreement or any other Agreement, the provisions of the Client Services Agreement shall control.

STAR One management may change or modify these or other policies or procedures relating to Client service matters from time to time, as it considers appropriate in its sole discretion either in individual or center-wide situations. Policies and procedures including those set out in this Handbook are interpreted and applied by the STAR One management in its sole discretion, and its decisions in this regard are final.

**Policy Revisions**

STAR One reserves the right to revise and extend rules as it judges beneficial to building operations and our Clients. All rule and/or policy changes will be communicated to Clients in writing and becomes effective upon delivery to the Clients.
STAR One Staff

Executive Director - Steve Frayser

Office: (512) 245-6434
Cell: (512) 417-6331
E-mail: sf_75@txstate.edu

As Executive Director of STAR One, Steve is actively involved in STAR One’s strategic planning. Such planning includes the development of STAR One expansion plans, attracting potential Park clients, and promoting STAR One at the national and local levels. Steve serves as a mentor to STAR One clients; working with them to review business plans and acting as a business resource. He monitors STAR One companies regularly to make sure they are progressing toward their business goals.

Business Manager – Teresa Jo Rudolph

Office: (512) 245-7780
Cell: (830) 445-9287
EMAIL: teresa@txstate.edu

The Business Manager is responsible for daily operations and management of facilities owned by TEXAS STATE University, STAR One; management of property held by Texas State University/STAR One for future development; negotiation and management of contracts with vendors doing business with STAR One; budget and financial transactions management for the STAR One.

Research Associate and Technical Operations Manager – Haoran Chen

Office: (512) 245-4003
E-mail: h_c49@txstate.edu

The Research Services Tech is responsible for: operation of specialized systems; DI water system; nitrogen gas; chilled water, lab HVAC units; assisting with planning lab space; and maintaining chemical and bio waste inventories and disposal records.
Assistant Real Estate Director - David Bisett

Office: (512)245-2244
Cell Phone: (512)923-0561
Email: db62@txstate.edu

The Assistant Real Estate Director shall assist with; preparation of Client Service Agreements; land use planning and project analysis; coordination of construction projects, and construction project planning.

The Executive Director, Executive Director, and other STAR One staff will be your main point of contact regarding day-to-day services during your stay at the STAR One. Please use the Front Desk line, 512-245-7827, for all requests.

STAR One Office Information

STAR One Hours – Holidays – Inclement Weather

The STAR One is open to the public Monday thru Friday, 8am to 5pm. In case of inclement weather, check the home page for TXSTATE or stay tuned to local media. If Texas State closes, STAR One will also be closed to the public. Clients may still enter the facility by using their security access cards. STAR One will not be open to the public, and STAR One staff will be unavailable on University holidays as posted on an annual basis, including the following:

Dr. Martin Luther King, Jr. Day (third Monday in January)

Memorial Day (last Monday in May)

Independence Day (July 4)

Labor Day (first Monday in September)

Thanksgiving and the following Friday (fourth Thursday and Friday in November)

Winter Holidays (typically, Dec 22-Jan2)
Entrance into the Park

Requirements from Company at Service Agreement Signing (or prior to occupancy)

Security Deposit – to be paid with first month’s Base Fee

Your security deposit is equal to one month’s Base Fee as stated in your Client Service Agreement.

Orientation Appointment - Schedule within 30 days of admission

Orientation

A Client representative, in consultation with the Executive Director, will set short-term objectives for the client’s performance and develop a written STAR One Client Plan of Work.

Client Proof of Insurance – Provided prior to occupancy

All STAR One Clients are required during the entire duration of your stay in the incubator program to obtain and maintain, in full force, an insurance policy or policies as provided for in the Client Service Agreement. TEXAS STATE shall be named additional insured on said policy and be provided with a 30-day notification by the insurance company of any policy changes, lapse in policy or non-payment of premiums. Failure to maintain acceptable insurance coverage will be considered a technical default under the annual participation agreement. It is each Client’s responsibility to provide copies of continued coverage binders to the STAR One Executive Director on an annual basis. Should you have any questions, please contact the Executive Director.

STAR One Clients must carry an Employer’s Liability and Workmen’s Compensation Liability Insurance policy for full coverage and protection against liability to employees.

Prior to moving into the STAR One and at any other time demanded by TEXAS STATE, STAR One Clients must furnish certificates of all insurance policies required as outlined in the Client Service Agreement. Should STAR One Clients need to make changes in insurance policy coverage, Clients must notify STAR One in writing ten (10) days in advance of such contemplated cancellation or modification.

Employee List

Provide within 10 business days of occupancy - (note intern positions) Changes in personnel must be provided within 10 business days of occurrence.

Emergency Contact List

Provide within 10 business days of occupancy.
**Chemical List/Check In Forms**

- Release form must be signed and returned if chemicals are not used or stored in your office/lab space. This form must be updated annually.

- If chemicals are used or stored in your office/lab, space a complete list must be supplied to the STAR One staff prior to occupancy. The list must be updated with the addition of new chemicals and copy submitted to the Senior Lab Technician within 2 business days.

- Environmental Health and Safety/Risk Management Check In form must be completed before move in.

**Company Logo jpeg if Available**

**Requirements from STAR One at Client Service Agreement Signing**

**Original Signed Service Agreement**

Three (3) copies of the agreement will be signed. Company copy and STAR One copy

**Copy of the STAR One Handbook**

**Welcome Packet to include:**

- Handbook
- Emergency Contact Numbers
- Services Price List
- Overview of Star Park
- Move In check list and forms

**Keys and Security Access for Office/Lab Space**

**Access**

Exterior – for building entry outside regular business hours –Security Access Card

Interior – Business Center and Business Machines – copier requires company access codes

Individual Office – Two office keys

Laboratories – Security Access Card for each Client Employee
Walk-Through of Assigned Space

Orientation

A Client representative, in consultation with the STAR One Executive Director, will set short-term objectives for the client’s performance and develop written a STAR One Client Plan of Work

Client Information Requests

From time to time, the STAR One, at its convenience, may request from STAR One Clients:

Financial statement and tax return information prepared in-house or by a third party to include but not limited to balance sheet, income statement, statement of cash flow, perform projections, budget information, accounts receivable aging schedules, accounts payable aging schedules, and inventory listings.

Legal documentation to include, but not limited to, corporate documents such as articles of incorporation, by laws, articles of organization, management agreements, stock certificate ledgers, shareholder meeting minutes, board meeting minutes, and board resolutions.

Confidentiality and Conflict of Interest

Texas State employees and staff are subject to and shall comply with all University, state, and federal policies regarding confidentiality and conflict of interest existing at the time of Client entry and thereafter as revised or amended from time to time.

Graduation and/or Exit

Duration

The length of stay in the Incubator Program will vary depending on each Client company’s specific needs. Companies will be expected to meet business development milestones mutually agreed upon. Most firms should be in a position to graduate within 36-60 months of entering the incubation program.

Exit Criteria

- Exceeding available space (generally 2000 square feet)
- Meeting and exceeding company goals for startup phase
- Acquisition by a larger company
- Successful initial public offering
**Exit Procedure**

- The company may be introduced to commercial realtors and telecommunications service providers, if needed, to begin planning for future space needs.
- Client billings will be reviewed to ensure payments are up to date. The Company will be expected to pay all invoices in full before leaving STAR One.
- Security deposit will be used to cover any necessary repairs or cleaning (except for normal wear and tear), the balance will be returned within 30 days.
- Any alterations that have been made to the assigned space may be required to be returned to their original condition at the discretion of the Executive Director.
- The Client shall provide new contact information, including forwarding phone, fax number and e-mail to STAR One Staff.
- The Client shall contact the USPS regarding the address change (STAR One Staff will forward your mail for up to 6 months).
- Completion of Laboratory Check Out List.
- Final walkthrough of the assigned space.

**Other Reasons for Exit or Discontinuation of Services**

- The Client’s business plan exceeds STAR One capabilities
- Violation of the terms of the Client Service Agreement
- Consistent failure to meet goals established by the Client and STAR One Executive Director.
- Business focus that no longer meets qualifications for STAR One occupancy
- Filing bankruptcy
- Client has defaulted on fees and fee payments
- Failure to provide reasonable cooperation with STAR One and other University staff
- Sharing access codes with non-employees
- Violating the Texas State/STAR One Weapons Policy
• Client engages in illegal activities on STAR One premises

• Default on payment, fees, other charges or levies due to third party service providers, vendors, or governmental entities to whom the Client is legally obligated to render payment

Success or Failure of Client Business

Clients specifically recognize and acknowledge that the business venture to be undertaken by Clients depends upon the ability of Client as an independent businessperson, as well as other factors, such as market and economic conditions, all of which are beyond the control of Texas State. Clients acknowledge that success or failure of Client's business enterprise will be dependent on the business acumen and diligence of the Client. Clients agree that success or failure of its business will not depend on Texas State's performance under the Client Service Agreement or any other agreement with Texas State, and STAR One makes no representations or warranties as to the growth or success of Client's business. Texas State shall have no liability to Client whatsoever for the success or failure of the business including but not limited to any consequential or incidental damages to Client or any other person or entity.

Fee Remittance

A Security Deposit, as set forth in the Client Service Agreement, will be retained until graduation or exit. The Base Fee is paid one month in advance. All fees are due on the first (1st) of the month. In the event that the 1st falls on a weekend or holiday, fees will be considered due on the first (1st) working day preceding the weekend or holiday. The Base Fee will be considered late on the tenth (10th) day following the due date. Late fees will apply on late fee payments. Other Service Fees, as listed in the individual Client Service Agreement, will be assessed and billed monthly. The cut-off time for services is the 20th of each month, and invoices are issued to you by the 25th of the month. Payment is due on the 1st of the following month. You will be assessed late fee of 10% of any late Base Fee and/or Service Fee for payments received after the 10th of the month. If late fees apply, the late fees must be submitted with the Base Fees and Service Fees to be considered a full payment. Partial payments are not accepted. Clients will receive late notices beginning on the 11th business day of the month.

Default: Refer to Client Service Agreement
STAR One Services

Business Services

Mail Service
Mail service is provided by the United States Postal Service (USPS). An individual USPS mailbox is assigned to each Client. Mailboxes are located outside the front of the STAR One building. Once a Client has graduated and taken up new residence, their mail will be forwarded for up to six months. It is the responsibility of the existing Client to notify the post office of the address change.

Client Mailing Address
To receive correspondence at STAR One, the Client Mailing Address will be:

(YOUR BUSINESS NAME)
STAR ONE, Box _____
3055 Hunter Road
San Marcos, TX 78666

Shipping Service
UPS and Federal Express services to and from STAR One are available. It is the responsibility of each Client to contact the carrier and notify them that there is a pickup at the front desk. STAR One will make no payment for shipping charges or postage. All shipping costs must be paid by the Client in accordance with the Client’s chosen carrier’s policy. The STAR One Staff will not assume responsibility for delay or other shipping related charges. STAR One Staff will not accept C.O.D. packages on behalf of the Client if the Client is out of the building when package arrives.

UPS Service
UPS will pick up packages only when called with a request for pick-up. All packages must be given to the STAR One Staff NO LATER than 2:00 PM. Packages must be received on time. UPS WILL NOT WAIT.
Please note the following shipping requirements:

1. A complete to and from address, including the recipients phone number, is needed for all shipping. **No P.O. Boxes are allowed.**

2. Specifically indicate the type of service desired (ground, next-day air – morning or afternoon, second-day air or Saturday delivery).

3. Include information as to whether or not you require more than the standard worth of insurance, which is provided, free of charge. Anything insured over standard worth will include extra charges.

4. Follow all Federal requirements for shipping hazardous materials.

**FedEx Service**
FedEx will pick up packages only when called with a request for pick up. FedEx requires a 2-hour notice. If you want your package picked up by 5:00 p.m. please have your package(s) at the front desk no later than 2:00 p.m. Follow all Federal requirements for shipping hazardous materials.

**Deliveries**
Large deliveries are received during regular business hours at the receiving dock located on the east side of the building. FedEx and UPS will deliver packages directly to each client’s office suite. STAR One staff will accept and sign for small deliveries in your absence, and will leave them in a designated area in the Business Services Center, or in the Client’s office space as directed. A written log of all deliveries accepted will be available for review during normal business hours. The STAR One staff accepts no liability for packages not directly delivered to your office suite or left in STAR One hallways.

**Special Events**
Texas State University and STAR One organize formal meetings and social gatherings that provide opportunities for entrepreneurs to meet local government and business leaders, members of the Advisory Board, and to network with other technology park firms. Clients are encouraged to take advantage of these opportunities. Notification of upcoming events will be provided by the STAR One staff.
Furniture and Fixtures

All Clients will provide their own furniture, phones, fixtures, and equipment to utilize in their business operations at STAR One. The University has available, from time to time, basic office furniture through Surplus Materials available for use by Clients. This furniture includes used desks, chairs, bookshelves, and filing cabinets. The furniture is available on a first come first serve basis. STAR One does provide an individual line phone for each office. STAR One does not provide computers, printers, or personal fax machines. All furniture, fixtures, and equipment provided by and used in the STAR One operations and Client offices are the property of Texas State University. This property must be returned in good order to the University upon exiting the incubator program. Costs to move furniture and fixtures may be invoiced to the Client.

Job Posting

STAR One Staff can assist Clients to post notices of internships and other opportunities for the Client with the Texas State Career Services office.

Funding Assistance

- SBIR/STTR and other federal funding sources
- State business incentives
- Sources of equity financing
- SBA 504 and SBA (7)(a) loan programs
- Introductions to area lenders

Facilities Services

- Build out of labs
- DI water and Nitrogen
- Emergency Power for critical equipment
- Secured building
- Parking at the front of the building.
- Basic office suite custodial services
Website
STAR One maintains a promotional web site at www.txstate.edu/starpark. Information about the Clients’ mission, along with your logo and what is happening with your company is updated frequently with information provided by the Client.

Business Equipment and Other Services
Conference Room
LCD Projector
Coffee Pot
Copies B/W only (self-serve or staff)
Local Fax Services
Scanning
Teleconferencing
Laptop for conference room
Document shredder
Recycling- paper, plastic, cardboard, toner cartridges, small batteries.

Business Advisory Services

Interaction Agreement Meetings
STAR One staff may conduct quarterly reviews to gauge the progress of each Client and evaluate the quality and impact of the business assistance. The Client will provide financial statements, the number of full-time and part-time employees, and a comparison of financial performance and projected budget. A volunteer mentor may be appointed to serve as a business advisor to the Client on an ad hoc basis. An annual review may be performed on an ad hoc basis prior to renewal of assigned space.

Consultants
Unique situations or unusual challenges often require specialized expertise. STAR One Staff can locate and enlist specialists in a variety of business and technical disciplines to assist in addressing critical short-term problems of Clients. Consultation and assistance are also available from our experienced staff, University Faculty, the Small Business Development Center, and MBA graduate students.
Public Information & Marketing Tools

Located in the lobby of the STAR One are various publications and resource materials available to Clients and the public.

Office of Commercialization and Industrial Relations

The OCIR is available to assist STAR One Clients in accessing Texas State Intellectual Property, licensing opportunities, Industry Research Agreements, University core facilities, faculty, and staff.

Small Business Development Center

- Business plan development
- Market analysis
- Marketing plans
- Procurement assistance
- Export assistance
- Financial projections and analysis

STAR One Access and Security

Client Visitors

Visitors to the STAR One must enter the front door and wait in the reception area to be escorted to the Client’s office or lab. The Client receiving the visitor or guest is required to go to the front reception area to welcome and escort the visitor to the Client’s office or lab.

Keys and Security Access Cards

All office keys will be requested of the University Key Shop by STAR One staff. Two office keys will be issued each Client. Additional keys are available at a cost of $10.00 each. Contact STAR One staff if additional keys are needed. There will be a minimum charge of $10.00 per each replacement key. Companies may request their office space be re-keyed when they move into the STAR One or at any time. STAR One staff will arrange for the rekey installation and the Client will be responsible for any expenses incurred. If unauthorized keys are made, companies will be responsible for any expenses involved in re-keying offices. **Please notify STAR One staff immediately if anyone from your company loses their key.**

Clients are issued lab cabinet keys associated with the individual lab space they use. Additionally, designated Client personnel may be issued access to the HazMat storage facility located behind the main STAR One building.

All security access cards for exterior entrances and laboratory entrances are issued through the University Access Department, located in the Nueces Building.
on the Texas State main campus. Please notify the STAR One staff which essential employees require access cards. A copy of a valid ID, and phone number is required prior to STAR One Staff submitting a request for access cards, internet access and library access. Security access cards are not to be shared or loaned out to anyone, including other employees, within the same company, for any reason. Clients or employees of the Client, found to be sharing or loaning security access cards, may have access cards canceled without prior notice by the Executive Director. Lost or stolen security access cards must be reported to the STAR One Staff as soon as practical and a new card will be requested. There is a $20 replacement fee for security access cards. Anyone entering STAR One without a working security access card in their possession must be escorted at all times by a representative of the Client that provided entry. Access into STAR One is granted to authorized employees of all Clients located in STAR One, and to the STAR One Staff and University official representatives. The doors to the Client’s space or exterior entrances are not to be propped open.

Texas State University reserves the right, at its sole discretion, to restrict or deny access to the STAR One facility and the STAR One site to any individual or individuals which in the University’s opinion represent a physical threat to themselves or others, have been or are engaged in activities on STAR One property which could interfere with operations of the facility, quite enjoyment of the premises by other tenants or could result in damages to the STAR One facility or improvements located on the STAR One site.

**Security and After-Hours Policy**

Texas State University Police Department and the Hays County Sherriff’s Office provide building security to all Clients. Random patrols are conducted throughout the day. Any Client with a special security need, may contact the STAR One Staff to discuss those needs.

Please contact the University Police Department if you notice suspicious people or packages at the STAR One outside of regular business hours.

**Care & Use of STAR One Facilities**

STAR One Client premises are provided for the purpose of carrying on the prescribed business outlined in your Client application. STAR One Clients shall comply with all health, safety, environmental and other ordinances and laws now existing or to be enacted, and the rules and regulations established or to be established by Texas State. Clients shall maintain and keep the facility space and all STAR One premises in a neat, clean, and orderly condition, as a prudent administrator, during the term of stay in the business incubator, and shall not cause damage to or defacement of same. At the end of a Client’s stay, whether by expiration or termination, the Client shall, without further notice, actually deliver all
of the keys to the facility space and furniture and fixtures assigned to the Client; deliver possession of said facility space and appurtenances to Texas State; clean the facility space such that it is free from trash and in the original condition as received (save and except any alterations, additions and improvements consented to in writing by Texas State as provided herein., Reasonable wear and tear is accepted. Clients shall not cause an increase in the fire or hazard insurance premiums by the Client’s use of the facility space or any STAR One premises. Clients shall not conduct any unlawful trade, occupation, or operation while participating in the STAR One Technology Incubation Program.

**General Building Rules and Regulations**

1. The sidewalks, entrances, and passages or hallways in the common areas of STAR One shall not be obstructed by any Client or used for any purpose other than ingress and egress and for temporary moving routes at times approved by STAR One staff.

2. Toilets, sinks, and other plumbing fixtures will be used responsibly and for their intended purpose. No coffee grounds, food remains, sweepings, rubbish, rags, paper towels, or other non-intended substances shall be flushed or washed down drains. All damages resulting from any misuse of plumbing fixtures shall be borne by the Client who, or whose employees, customers, visitors, or invitees, caused the damage.

3. No cooking will be done in any portion of the facility, except for microwaves in the Break Room.

4. No fundraising, canvassing, general solicitations, nor distribution of political, religious, or cause literature will be permitted. An announcement board is located in the break room next to the refrigerator. Any posted announcements must be approved by STAR One staff prior to posting.

5. Clients may hang pictures on the walls in their offices. No displays of a sexual or political nature will be permitted in STAR One facilities. If large items need to be installed, such as white boards, please contact STAR One staff to make arrangements for installation. Clients will be responsible for repairing the wall, and the expense may be deducted from the security deposit upon checkout.

6. In general, the client will not permit unusual or loud noises and/or odors to be produced in their space if such noises/odors offend or disturb other occupants of STAR One.

7. STAR One premises will not be used for lodging or over-night occupancy.
8. STAR One premises will not be used for storage of personal belongings, vehicles, bicycles, or any items not used in the operations of the Client company.

9. No illegal drugs, explosives, fireworks, alcoholic beverages, flammable, radioactive or potentially contagious/hazardous materials will be permitted in STAR One without disclosure to and written permission from the Executive Director.

10. No alcoholic beverages are allowed on the premises without prior authorization.

11. Clients shall not place anything outside of STAR One buildings, including roof setbacks, window ledges and other projections, or drop anything from the windows, stairways, or parapets. Hallways are not to be used for permanent storage of any kind.

12. Clients shall not interfere with the heating, ventilating, or cooling apparatus.

13. Clients shall not keep animals in their offices.

14. All Texas State University properties are considered “Tobacco Free”.

15. Chemical and biological hoods must be certified at a minimum of once per year. STAR One staff will arrange for the annual hood inspection and service. Maintenance and repair of equipment, even though supplied by STAR One, are the responsibility of Clients unless the equipment is used in common by other Clients.

16. STAR One contracts for janitorial services for office and lab spaces. If the client requires specialized services, they must request services of the STAR One staff.

17. The STAR One cleaning service will enter individual offices to collect trash. We have requested cleaning begin after 6:00pm. If Client does not wish cleaning service to enter an individual office, please post a note outside the office. Clients may place trash containers in the hall outside their offices to be collected by the cleaning service. Containers should be kept inside offices or labs during the day. Please contact STAR One staff with any concerns regarding cleaning services. Cleaning services for laboratory spaces are the responsibility of the Client. SSC is the only cleaning service authorized by the University. Contact the STAR One staff for further information.

18. A recycling box for paper is provided each Client for their office suite. A recycling station for the STAR One is located in the office suite back hall/work area. Cardboard containers should be broken down and placed behind the green recycling bin. It is not the responsibility of the cleaning service to break down boxes.
ITEMS THAT CAN BE RECYCLED

• Office paper including white & colored paper, envelopes, window envelopes, shredded paper, and scratch paper should be placed in a recycle box provided for each client’s office.

• Newspaper, advertisements and magazines should be separated by type and placed in separate containers/boxes

• Aluminum cans and plastic bottles in large green marked container.

• Cardboard (please flatten and stack behind green container)

19. STAR One Clients should take large trash items directly to the dumpster container located outside behind the receiving room. Trash collection is on Monday, Wednesday, and Friday.

20. All Clients will respect the privacy of and practice courtesy toward other clients of STAR One.

Reservation of Conference Rooms & Equipment

The conference room is equipped with an LCD overhead projector, pull down screen, white board, and audio system. Reservations are on a first come basis, at no cost to Incubator Clients. Please contact STAR One staff for assistance and availability.

Break Room/Collaboration Area

STAR One provides a refrigerator, microwave, and water dispenser for your benefit.

Please observe the following rules when using the break room and/or collaboration areas:

Coffee supplies (coffee, sugar, cream, cups, plates, etc.) found in the cabinet is for the use of the STAR One only when it hosts conferences and seminars. They are not for the personal use of any Client employees. Please check with STAR One staff if individual clients would like coffee service. Additional guidelines are referred to later in this handbook.

Since the break room and collaboration area are literally on display (with the glass walls) to all STAR One visitors, it is important for all users to keep it clean. This includes:

• Wiping the tables and kitchen counter after you use them;

• Cleaning out the microwave if your food splattered inside;
• Wiping any spills on the carpet or tile floor;

• And, in general, caring for it as if it were your own kitchen.

Remember: trash service is only MWF. If you have a large amount of food to discard, please use trash bags provided and carry out to the dumpster.

• The refrigerator is here for the employees’ use and convenience - you are welcome to store your lunches/drinks in the refrigerator. Everything should be labeled with name and date. However, health regulations require that NO hazardous materials (i.e. corrosive liquids, radioactive materials, etc.) be placed inside.

• STAR One staff will dispose of anything left in the refrigerator each Friday at 4:30 pm., including all bottles, cans, storage containers, etc. This is the only way to insure sanitary conditions.

• Counter space is at a premium in the break room. Please do not leave things sitting on the counter. The only items that should be on the counter are the coffee pot, liquid soap, towels, and the microwave. Be sure to wash and dry your dishes and utensils. DO NOT LEAVE Dirty Dishes in the sink.

• Shared cabinet space, above the counter, is limited.

Right of Entry & Inspection

TEXAS STATE and STAR One staff may retain a key and/or passkey to CLIENT’s space and shall have the right to enter CLIENT space. TEXAS STATE’S Department of Environmental Health Safety and Risk Management shall have the right at any and all times to service and inspect CLIENT Space. Otherwise, except in the event of an emergency TEXAS STATE and STAR One shall have the right upon 48 hour notice to service and inspect CLIENT Space. During the period beginning sixty (60) days prior to the expiration of the Initial Term or any Renewal Term (unless the parties have already agreed to extend the Term of this Agreement), STAR One staff may enter CLIENT space to show CLIENT space upon 48 hour notice to prospective CLIENTS. TEXAS STATE reserves and shall have the right and power to prescribe weight limits and position of objects located within the premises in order to distribute the weight properly so that no damage is done from overloading.

Surrender of Premises Back to TEXAS STATE

Should the Client Service Agreement be declared terminated, or upon expiration of its term, Clients shall surrender the premises to TEXAS STATE immediately, waiving any notice of eviction. If TEXAS STATE terminates the Client Service Agreement, TEXAS STATE may assign the facility space to another at its discretion or make any use of the premises it so desires.
Announcements/Bulletin Board

An announcement board is located in the break room. All announcements must be approved by STAR One staff prior to posting.

Heating and Air Conditioning Issues

Thermostats are set according to Texas State University Energy Conservation regulations. Please do not adjust these thermostats. Contact the STAR One staff for all heating and air conditioning concerns.

Maintenance

If you become aware of a facility repair or maintenance need or a hazardous situation, please contact STAR One staff by phone or email. All requests for building services or accommodations will be made through the STAR One staff. Those needs that are particularly urgent and may result in dangerous situations for Clients or damage to the premises should be brought to the attention of Executive Director or STAR One staff immediately and will be given priority. Should an urgent facility related situation arise during non-regular hours please contact the on-call university personnel at 512-245-6667.

Moving

Moving shall be coordinated with STAR One staff to ensure the least amount of disruption. Clients will be responsible for providing supervision of any moving operations that may involve common areas of the STAR One and will be liable for any losses and/or damages that result from such activities and/or from client’s failure to provide such supervision. Moves will be coordinated in advance with STAR One staff to minimize interference with other STAR One activities.

Parking

Clients, their employees, and guests may park anywhere in the front parking lot. Vehicles may not be left overnight without prior notice. At this time, no University parking tag is required at STAR One for Clients and their employees.

STAR ONE Building

Alterations or Improvements

All physical alterations to client office or lab spaces must be pre-approved and arranged for by STAR One through the University’s Office of Facilities, Planning, Design, and Construction. Client companies will then be invoiced by the STAR One staff for these expenses. During remodeling or construction, STAR One staff will keep clients apprised of work progress. Schedule of construction will be done so as minimize disruption to STAR One Clients.
Clients are not allowed to make any alterations, modifications, or improvements in and to the facility space or the STAR One premises without first obtaining the written consent of the STAR One Executive Director and Office of Facilities, Planning, Design, and Construction. Hanging pictures, white boards, etc., are permissible within the individual client’s space. Any alterations, modifications, or improvements made by Clients or by TEXAS STATE on Client’s behalf shall become the property of TEXAS STATE and shall be surrendered to TEXAS STATE at the termination or expiration of the Client Service Agreement or any extensions or renewals thereof without compensation. Client companies will be invoiced by the STAR One staff for any such costs incurred by TEXAS STATE on Client’s behalf. Any alterations, modifications, or improvements shall not impair the safety or the appearance of the facilities and shall be made according to all applicable laws, ordinances, regulations, applicable standards, and policies, including but not limited to those of the TEXAS STATE Board of Regents and TEXAS STATE’s Facilities Department.

Upon the termination of the Client Service Agreement, if TEXAS STATE directs by written notice to Client, Client, at its sole expense, shall promptly remove any additions and/or restore any modifications or improvements designated by TEXAS STATE, and repair any damage caused by removal and restore the premises to their original condition. Clients shall not otherwise mark, paint, drill into or in any way alter the windows, doors, walls, ceiling, partitions or floors of the STAR One building or premises, without the prior written consent of the STAR One Executive Director. Please contact the Director or the Executive Director to obtain estimates, initiate work orders, or obtain the necessary approvals for these items.

**Installation of Computer Ports & Telephones Jacks**

On average the STAR One building office suites are designed with five electrical outlets and four telephone/data/internet ports. Laboratory spaces are equipped with electrical outlets in each area. Lab areas are not wired with data/phone drops. Unsecured wireless service is available in the lab areas.

**Wireless Internet Services**

Unsecure wireless internet services are available throughout the STAR One building. Secure services may be installed by contacting Technical Services at Texas State University.

**Signage and Trademark Usage**

Client company names will be posted on STAR Park directory board in the reception area. STAR One will display, at Client’s expense, a company logo in the lobby area. Office doorway signs may include the company’s name, logo, and a
brief description of the company; however, they may not obstruct the room number. Signs must be approved by STAR One staff prior to posting.

Clients shall not use any trademark, service mark, trade name or other indicia of Texas State, nor shall the Client hold itself out as having any business affiliation with the university without having specific written agreement from the AVPRFR, and upon cause shall issue public disclaimers to that effect. It is not the intent of the business incubation program for any Client to gain any advantage for soliciting and selling any goods or services to Texas State employees and students. Clients are specifically prohibited from such direct solicitation and sale on any university property, by means of Campus Mail, campus telephones or otherwise. The Client Service Agreement does not create a partnership, joint venture or any other implied relationship.

Environmental & Safety Issues

Research and development activities involving the use of chemicals will fall under the Texas State University Lab Safety Program and Hazardous Waste Program. Activities using biological agents will be covered by the Texas State Bio Safety and Bio-waste Program. The Client agrees to comply with the Flammable Chemical Limitations attached hereto. Any use of lasers, x-rays, or radioactive material will be under the Texas State Radiation, Laser, and X-Ray Safety Program.

Key elements of these programs include:

1. Chemical inventory, segregation, and storage.
2. Routine laboratory safety inspections.
4. Monthly fire extinguisher inspections.
5. Monthly waste management inspections.
6. Bio and Chemical waste containers and labels provided by disposal company.
7. Quarterly (minimum) pickup of bio and chemical waste from the hazmat building by the Texas State contracted waste disposal company.

Additional information is found at: [http://www.fss.txstate.edu/ehsrn/](http://www.fss.txstate.edu/ehsrn/)

Building Emergency Procedures

Emergency Evacuation Procedures

The STAR One will schedule regular, semi-annual fire drills. This allows us to practice and prepare for an emergency so we will react in a calm and orderly
fashion in the event of a real emergency. These practice evacuations are a coordinated effort for everyone in the building. Failure to leave the building during these drills may result in fines as per Texas State University policy. Your serious commitment to these practice evacuations is appreciated.

The Operation Manager or EHSRM person will coordinate evacuations.

- All offices will post a floor diagram within your suite so that staff members and guests can clearly see designated exits.

- Each Client will follow established procedures for evacuating persons with disabilities.

- If there is a manageable fire, locate the nearest fire extinguisher and attempt to put the fire out while having a co-worker contact a STAR One Staff member.

DO NOT PUT YOURSELF IN HARMS WAY.

Fire

Know the nearest location of a fire alarm-and your evacuation path

Each Client will establish procedures for evacuating persons with disabilities.

Call 911 or 9-911 if on the University system and activate the nearest fire alarm.

- Give address of STAR One location as:
  3055 Hunter Road, San Marcos, Texas

- If the fire is small and you have the training, use a proper fire extinguisher to combat the fire. Do not endanger yourself or others by trying to extinguish a large or well-developed fire.

- If this is an equipment fire and time allows, disconnect the power to equipment on fire and close all doors behind you as you leave. Do not lock the door.

- If you cannot control the fire: Alert STAR One Staff and other Clients. Tell them there is a fire and its location, the extent of the fire and that it has been reported to the authorities. Help anyone around you in need of assistance and evacuate the building.

- Meet the Fire Department outside the main building at the south end of the parking lot.
• Stay out of the way of emergency vehicles and personnel.

• Do not reenter the building until directed by the fire department, emergency serviced personnel, or STAR One Staff.

• If smoke has restricted your exit routes, remain in your room, place something at the base of the door to prevent the entrance of smoke, Call 911 and let them know which room you are in and the situation.

**Flood**

If you are notified of imminent or actual flooding and can safely do so:

• Secure vital equipment, records, and hazardous materials.

• Shut off non-essential electrical equipment

• Move to a safe area.

• Do not return to the building until instructed to do so by emergency personnel or STAR One Staff.

• STAR One Staff will contact Facilities for assistance with flood clean up.

**Hazardous Spills**

If you should discover a chemical spill:

**INDOORS Spills**

• Use appropriate spill cleanup supplies to contain the spill when safe to do so.

• Spill kits are located in the center hall in lab area.

• Immediately inform all in the area to leave the area. Close all doors to isolate area if safe to do so. Notify the STAR One Staff.

• If chemical comes in contact with you remove all contaminated clothing and. A safety shower is located in the center hall of the lab area next to room 147.

• If there is contact with a person’s skin, thoroughly rinse under water and then wash with soap and water.

• If there is contact with a person’s eye, rinse eyes with water for 15 minutes. Eye stations are located in each lab and at the safety shower location.
• An additional emergency shower and eye wash station are located inside the Hazmat building fenced area.

• From a safe area, call the University Police Department, **911 or 245-2085**.

• If possible be prepared to provide the following information
  ➢ Name of the material (refer to MSDS for information)
  ➢ Quantity of the material
  ➢ Time of the incident
  ➢ Location of the incident
  ➢ If anyone has been injured or exposed to the material
  ➢ If fire or explosive is involved
  ➢ Your name phone number, and location

• Follow instructions offered by emergency responders.

• Evacuated the area if necessary.

**OUTDOOR Spills**

If possible, to do so safely (without risk of overexposure), take action to stop the release and prevent or minimize releases to storm sewers.

Follow other INDOOR instructions.

**Loss of Utilities**

STAR One is equipped with a backup power generator. It is recommended that critical instruments/equipment be supported by a UPC unit.

• If a power failure should occur and there is no other emergency such as fire or explosion, notify STAR One staff at 512-245-7827. You may remain in your work area and await instructions from STAR One Management.

• If another emergency such as fire is evident along with the power failure, follow the instructions in the Client Handbook, Building Emergency section.

• For after normal business hour power failures contact Pedernales Electric Company at 1-888-883-3379.

**Tornado**

• When a tornado occurs, remain calm. Do not run or panic. You will be instructed by STAR ONE Management as to the appropriate procedures to follow.

• If you are indoors, stay indoors. To avoid injury from flying glass, stay away from windows, outside doors. **Take shelter by going immediately to the**
men or women’s restrooms in the administrative office area or the center hall in the lab area.

- Do not attempt to enter or leave the building until you are advised that it is safe. Use caution when exiting due to possible debris, and stay away from overhead electric wires, poles or anything that might shake loose and fall.

- Remain in your sheltered area until you are advised by the Police Department, Fire Department, Civil Defense, and/or STAR One Management that it is safe.

After the Tornado
- Use extreme caution in entering or exiting the offices or work areas.

- Do not use lanterns or other open flame devices, until you are advised that there are no gas leaks or flammable fumes in the area.

- Stay away from fallen or damaged electric wires, open windows, etc.

- If there is a power outage, see the “Fire” and/or “Power Failure” sections of this Building Emergency Procedures.

- Do not drive unless necessary, and proceed with caution if you do have to drive. Stay alert for potential hazards and report any to the local authorities.

Active Shooter Emergency

Call 911 or 9-911 if using the Texas State phone system. Be aware that the 911 system will likely be overwhelmed.

What to report:

- Give the address of Star Park, 3055 Hunter Road and the room or office number where you are,
- The number of people at your location,
- Number of injured and types of injuries,
- Assailant(s): location, number of suspects, race/gender, clothing description
  Physical features, type of weapons (long gun or handgun), backpack, shooter’s identity if known, how many instances of gunfire.

Secure Immediate Area:

- Lock, if able, and barricade doors,
- Turn off lights
- Close blinds
- Block windows
- Turn off radios and computer monitors,
- Keep calm, quiet, and out of sight,
• Take adequate cover/protection behind concrete walls, heavy desks, filing cabinets,
• Silence cell phones- do not turn off,
• Place signs in exterior windows to identify the location of injured persons,

Un-Securing an area:

• If doubt exists for the safety of the individuals inside the room, the area should remain secured until you are instructed by the Police it is safe to leave the area.

• Attempts to rescue people should only be attempted if it can be accomplished without further endangering the persons inside a secure area.

Police Emergency

If you discover a police emergency (i.e. crime in progress) call 911 and notify STAR One staff. If you are notified of a police emergency cooperate fully with the police and see Evacuation section of the handbook

• Do not attempt to apprehend or interfere with a criminal except in self-defense.
• If it is safe to do so, try to get a detailed description of the criminal noting height, weight, sex, race, age, clothing, any method of travel, and directions of travel.
• If the criminal enters a vehicle, note its license number, model, color, and any other identifiers.
• Call 911.
• Remain where you are until contacted by a police officer.

Medical Emergency

If you discover a medical emergency:

• Avoid leaving the injured/ill person except to get help.
• If the injury or illness is severe or life threatening, Call 911.
• Give street address: 3055 Hunter Rd., San Marcos, Texas.
• Tell operator the type of problem or injury, the person’s present condition, sequence of event leading to the emergency, medical history or doctor if known.
• Do not move person unless he/she is in danger.
• Give first aid or CPR if trained.
• If you are exposed to bodily fluids, inform emergency personnel.
• The individual making the call should preferably have actually seen the injured person and have as much information as possible. Stay on the phone with the dispatcher and answer as many questions as possible so that he/she can radio this additional information to the aid unit that is responding.
• Someone should call the person they have listed as their emergency contact (parent, spouse, child, neighbor, etc.). Each Company will keep their own list of employee emergency contact names.

**Bomb Threat**

1. Upon receiving a Bomb Threat, immediately call Texas State University Police at **245-2805 & call 911** or **9-911** on the Texas State communications system: Tell them you are reporting a Bomb Threat at the Texas State University San Marcos- STAR One.
   a. Give street address: 3055 Hunter Road
   b. Give specific directions: From IH 35 South exit 201, turn right onto McCarty Lane. Travel on McCarty past the railroad tracks to Hunter Road. Turn left onto Hunter Road. STAR One entrance is immediately on the left.

   **Alert the other occupants in the building.**

2. If a bomb threat is received, note as many of the following as possible:
   a. Determine the caller’s sex and age
   b. Time of the call
   c. Exact words used
   d. Time the bomb will presumably explode
   e. Where the bomb is presently located
   f. What kind of bomb is it
   g. What the bomb looks like
   h. Why the bomb was placed

3. With any Bomb Threat, STAR One Management will announce whether a full evacuation of the building is required and will give other instructions. STAR One Management will meet the Fire Department /UPD at the specific location where the bomb is supposed to be. A search will be made of the immediate area.

4. Most vulnerable areas for the placement of a bomb will be the general public areas, where people are free to come and go in the building.

5. Never touch a package suspected to be a bomb!
6. People should be suspicious of packages found on the grounds that are strange or out of place. Many times a bomb may have been placed without receiving an actual threat.

7. Explosives can be concealed in a paper sack, small package, shopping bag, can, attaché case, etc. Searchers should be alert for any such containers left in any location. Most explosives used in bombings are usually commercial dynamite and/or black powder. The dynamite is generally in cylinders about one inch in diameter, 8" long, and covered with heavy water-resistant paper. Black powder is generally encased in a section of pipe. Any explosive or suspected object must be considered extremely dangerous and left untouched pending the arrival of the UPD/Fire Department Bomb Squad. Remember, to ensure the safety of all building occupants, all bomb threats must be considered real until proven otherwise.

There is a small First Aid Kit in the work area behind the Front Reception Desk.

Each company should have their own First Aid Kit as well.

Individual STAR One Clients should have their own procedures posted in their individual spaces for employees, depending upon their specific type of business, i.e. chemicals, burns, fumes, etc.
Floor Plan with Fire Extinguishers
It is requested that each Client have a designated area for their employees to meet outside the building during an emergency evacuation. STAR One employees will meet at the mail boxes.
## SERVICE FEES

**EFFECTIVE January 1, 2013**

<table>
<thead>
<tr>
<th>Service</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telecommunication Charges*</td>
<td>University office phone services are available at cost. LD charges will be billed on the following months invoice.</td>
</tr>
<tr>
<td>Parking</td>
<td>As set by Texas State parking policy. As of January 1, 2013, there is no current parking fee.</td>
</tr>
<tr>
<td>Additional Key Charge/Access Card</td>
<td>$10/key or $20/access card</td>
</tr>
<tr>
<td>Printing</td>
<td>B/W and Color At Cost (.06 per print)</td>
</tr>
<tr>
<td>Copies</td>
<td>B/W - At Cost (.06 per copy)</td>
</tr>
<tr>
<td>Facsimiles- Local</td>
<td>LD: Clients must use calling card</td>
</tr>
<tr>
<td>Mail Handling</td>
<td>Mail boxes assigned at no additional cost.</td>
</tr>
<tr>
<td>UPS, FedEx, DHL**</td>
<td>Client cost.</td>
</tr>
<tr>
<td>Conference Room LCD Projector, screen, whiteboard, teleconference phone.</td>
<td>On request and subject to availability. Conference calls: Clients must arrange with carrier.</td>
</tr>
<tr>
<td>Late Invoices</td>
<td>10%</td>
</tr>
<tr>
<td>Hazardous Waste Disposal</td>
<td>Direct cost. Client will receive Texas State contracted rates with our EPA/TCEQ permitted disposal facility.</td>
</tr>
<tr>
<td>Biological Waste Disposal</td>
<td>Direct cost. Client will receive Texas State contracted rates with our EPA/TCEQ permitted disposal facility.</td>
</tr>
<tr>
<td>Lab Safety, waste management, safety equipment inspections</td>
<td>Prevailing rates</td>
</tr>
<tr>
<td>Waste management containers</td>
<td>Direct cost with our contracted vendor.</td>
</tr>
<tr>
<td>Janitorial Services for Lab Areas</td>
<td>Regular trash receptacles will be emptied at no additional cost</td>
</tr>
</tbody>
</table>