Table of Contents

Chapter 1 ____________________________________________________________________ 1
  Introduction ________________________________________________________________ 1
  How to Use This Handbook ____________________________________________________ 1
  Manual Review ______________________________________________________________ 1
Definitions _________________________________________________________________ 1
  Purpose __________________________________________________________________ 2
  Scope ___________________________________________________________________ 2
  Policy Revisions __________________________________________________________ 2
STAR Park _________________________________________________________________ 2
  STAR Park Mission, Vision, and Goals ___________________________________________ 3
    STAR Park’s Mission ______________________________________________________ 3
    STAR Park’s Vision _______________________________________________________ 3
    STAR Park’s Goals ________________________________________________________ 3
  Point of Contact __________________________________________________________ 5
STAR One Office Information _________________________________________________ 5
  Hours __________________________________________________________________ 5
  Inclement Weather ________________________________________________________ 5
  Holidays __________________________________________________________________ 5
Chapter 2 – Park Entrance & Move-In _____________________________________________ 6
  Requirements Prior to Occupancy _______________________________________________ 6
    Base Fee ________________________________________________________________ 6
    Security Deposit __________________________________________________________ 6
    Proof of Insurance ________________________________________________________ 6
    Chemical List/Check-In Forms ______________________________________________ 6
  Client Requirements at Move-In_______________________________________________ 7
    Induction ________________________________________________________________ 7
    Business Orientation ______________________________________________________ 7
    Walk-Through of Assigned Space ____________________________________________ 7
    Building Weight Limits ____________________________________________________ 7
    Client Employee Data Form _________________________________________________ 7
    Management Contact List ___________________________________________________ 7
<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone Services</td>
<td>14</td>
</tr>
<tr>
<td>Mobile</td>
<td>14</td>
</tr>
<tr>
<td>Landline</td>
<td>14</td>
</tr>
<tr>
<td>Conference Phone &amp; Hosted Call-in Meetings</td>
<td>14</td>
</tr>
<tr>
<td>Technology</td>
<td>14</td>
</tr>
<tr>
<td>Texas State Net ID</td>
<td>14</td>
</tr>
<tr>
<td>Internet</td>
<td>14</td>
</tr>
<tr>
<td>Internet Security</td>
<td>15</td>
</tr>
<tr>
<td>Copiers</td>
<td>15</td>
</tr>
<tr>
<td>Scanner</td>
<td>15</td>
</tr>
<tr>
<td>Fax Machine</td>
<td>15</td>
</tr>
<tr>
<td>Meeting Spaces</td>
<td>15</td>
</tr>
<tr>
<td>Participant Fee</td>
<td>15</td>
</tr>
<tr>
<td>Damages</td>
<td>16</td>
</tr>
<tr>
<td>Conference Rooms</td>
<td>16</td>
</tr>
<tr>
<td>Collaboration Areas</td>
<td>16</td>
</tr>
<tr>
<td>Multi-Purpose Room</td>
<td>16</td>
</tr>
<tr>
<td>Standard Furniture Set-Ups</td>
<td>16</td>
</tr>
<tr>
<td>Coffee and Water Service</td>
<td>16</td>
</tr>
<tr>
<td>Website</td>
<td>16</td>
</tr>
<tr>
<td>Social Media</td>
<td>17</td>
</tr>
<tr>
<td>Business Equipment</td>
<td>17</td>
</tr>
<tr>
<td>Recycling</td>
<td>17</td>
</tr>
<tr>
<td>Custodial Services</td>
<td>17</td>
</tr>
<tr>
<td>Labs</td>
<td>17</td>
</tr>
<tr>
<td>Office and Public Areas</td>
<td>18</td>
</tr>
<tr>
<td>Trash Service</td>
<td>18</td>
</tr>
<tr>
<td>Pallets</td>
<td>18</td>
</tr>
<tr>
<td>Business Advisory Services</td>
<td>18</td>
</tr>
<tr>
<td>Interaction Agreement Meetings</td>
<td>18</td>
</tr>
<tr>
<td>Consultants</td>
<td>18</td>
</tr>
<tr>
<td>Office of Technology Commercialization</td>
<td>18</td>
</tr>
<tr>
<td>Small Business Development Center</td>
<td>18</td>
</tr>
<tr>
<td>Topic</td>
<td>Page</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Hazardous Spills</td>
<td>28</td>
</tr>
<tr>
<td>Loss of Utilities</td>
<td>28</td>
</tr>
<tr>
<td>Tornado</td>
<td>29</td>
</tr>
<tr>
<td>Active Shooter Emergency</td>
<td>29</td>
</tr>
<tr>
<td>Un-Securing an Area</td>
<td>30</td>
</tr>
<tr>
<td>Police Emergency</td>
<td>30</td>
</tr>
<tr>
<td>Medical Emergency</td>
<td>30</td>
</tr>
<tr>
<td>Bomb Threat</td>
<td>30</td>
</tr>
<tr>
<td>First Aid</td>
<td>31</td>
</tr>
<tr>
<td>Cardiopulmonary Resuscitation (CPR)</td>
<td>31</td>
</tr>
<tr>
<td>Automated External Defibrillators (AED)</td>
<td>31</td>
</tr>
<tr>
<td>Appendix</td>
<td>32</td>
</tr>
<tr>
<td>Service Fees</td>
<td>32</td>
</tr>
<tr>
<td>Client Onboarding Checklist</td>
<td>33</td>
</tr>
<tr>
<td>Client Handbook Certification Statement</td>
<td>35</td>
</tr>
<tr>
<td>Floor Plan</td>
<td>36</td>
</tr>
</tbody>
</table>
On behalf of all of us associated with Texas State University, 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 that encourages innovation, collaboration, and success. STAR One offers an exciting environment mix, which includes 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 product 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

STAR PARK
3055 Hunter Road | San Marcos, Texas 78666
Phone 512.245.7827 | Fax 512.393.0291 | WWW.TXSTATE.EDU/STARPARK
Welcome to STAR One! We are glad you are here. This handbook will help you understand the different aspects of Texas State University, STAR Park and STAR One. The purpose of this manual is to provide a central, authoritative reference source for identifying and communicating policies and procedures to all Clients.

This manual is intended to communicate guidelines, which apply to STAR One’s operations 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 or any other Agreement shall prevail.

How to Use This Handbook

This handbook contains important information to help direct you in your collaboration with Texas State STAR Park. This information will never supersede the Client Services Agreement, any other Agreement, STAR Park policy, University policy, State law, or Federal law.

The information, policies, and procedures outlined in this handbook is divided into chapters by category. Each chapter will represent a different facet of your collaboration with Texas State STAR Park. Key information is illustrated with a red flag, as shown below, to highlight its importance.

Manual Review

Read the sections of this manual carefully. You will sign a document that states you have received this manual and that you will read the information contained. Outlined later in this chapter is information on how to request a questions and answers session with STAR Park Staff. This copy of the manual will be yours to keep, so feel free to write notes or jot down any questions that may arise as you review the material.

Definitions

Client: Approved client companies of STAR One and STAR Park. Globally includes company, individual employees of the company, and visitors authorized by the company

Management: Management Staff for STAR Park and STAR One. Globally includes Maintenance Personnel for Texas State University and Approved Vendors for STAR Park

Building: STAR One, including the Hazardous Materials Building and surrounding grounds

University: Texas State University

Property: STAR Park, including all buildings and the surrounding acreage
Purpose
The purpose of this manual is to provide a central, authoritative reference source for identifying and communicating policies and procedures to all Clients of STAR One.

Scope
This manual will communicate guidelines that apply to STAR Park operations. These policies and procedures are incorporated by reference in the legal, contractual arrangement between the Client and University that would be documented in the Client Services Agreement, Agreement Addendum, or any other contract. If any provision of this manual conflicts with the Client Services Agreement, Agreement Addendum, or any other contract, the provisions of the Client Services Agreement, Agreement Addendum, or any other contract shall prevail.

Policy Revisions
STAR Park Management may change or modify policies and procedures relating to Client Services as it considers appropriate at its sole discretion in either individual or center-wide situations. Policies and procedures, including those set out in this Handbook, are interpreted and applied by Management at its sole discretion and its decisions in this regard are final.

STAR One reserves the right to create, revise, or extend policies and procedures as it judges beneficial to building operations and our clients. All policy and procedure changes are communicated to Clients in writing and will become effective upon the date specified in the communication.

STAR Park
The Science, Technology, and Advanced Research (STAR) Park is a 58-acre site that hosts STAR One, Texas State’s first building dedicated to the university’s research and commercialization efforts. Construction on STAR One started in October 2011 and was completed in June, 2013. Two expansions were completed in 2015 and 2016. The 36,000 square foot facility serves as a technology incubator for start-up and early-stage businesses and provides tenants access to secure wet labs, clean space, conference rooms, and office space.

The incubator program at STAR One is designed to foster the collaborative development of new commercial ventures in applied research. This building hosts "spin-offs" from research conducted and intellectual property generated by university faculty, and "spin-ins" from companies outside the institution that want to come in and strategically work with the university.

The overall goal of the incubator program is to provide space and infrastructure to expedite research and commercial development of promising technologies in the context of viable, well-managed companies.

By bringing together a critical mass of university and private sector specialists, the incubator program becomes a magnet for scientific expertise, novel problem solving, and successful commercial ventures. The incubator program is particularly interested in supporting companies that have established research relationships with Texas State or that have an interest in, and potential for, initiating such relationships.

Clients are responsible for notifying employees of STAR Park policy and procedure changes.
STAR Park Mission, Vision, and Goals

STAR Park’s Mission
STAR Park serves as a catalyst for collaboration that supports Texas State’s goal of becoming eligible for distributions from the National Research University Fund, by growing the regional ecosystem through activities promoting and supporting innovation, commercialization, and entrepreneurship.

STAR Park’s Vision
STAR Park will be a critical hub for innovation, commercialization, and entrepreneurial activity for Texas State and the region, with a responsive governance structure that fosters collaboration, epitomizes sustainability in its funding and operations, and creates an inspirational environment through a sense of place.

STAR Park’s Goals
Goals established by this vision are:

*Entrepreneurial*: Foster an entrepreneurial ecosystem
Create programs, policies, and physical assets, which support a dynamic innovation, commercialization, and entrepreneurial ecosystem reflecting university-wide strategic directions for research growth and increased outreach.

*Responsive*: Operate in a flexible and responsive manner
Be timely, responsive, and action-oriented in decision-making, client interactions, facilities development, management, and operations. Create programs and physical assets that are adaptable and resilient to change.

*Collaborative*: Promote accessibility, social interaction, and community
Be open and flexible to university and non-university enterprises that benefit the university and reflect strategic research directions established through the Texas State University Strategic Plan. Create a culture of social and professional interactions.

*Inspirational*: Build a sense of place that reflects the entrepreneurial nature of STAR Park through a physical Master Plan
Set design guidelines to form a sustainable, dense, and walkable STAR Park with spaces for social interaction. Be context-aware in development scale, massing, and integration of an inspirational design aesthetic.

*Sustainable*: Achieve self-sustaining innovation
Foster innovative processes that allow STAR Park to be open to a wide variety of funding sources to support long-term success.

STAR Park Management

Executive Director – Stephen Frayser
Office 512.245.6434
As the Executive Director of STAR Park, Frayser is actively involved in STAR Park’s strategic planning. Such planning includes the development of STAR Park expansion plans, attracting potential clients, and promoting STAR One at the national and local levels. Frayser 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
Mobile 830.445.9287
Email teresa@txstate.edu

As the Business Manager of STAR Park, Rudolph is responsible for daily operations and management of facilities owned by Texas State University, STAR Park, and STAR One. Responsibilities include, but are not limited to, management of property held by Texas State University/STAR Park for future development, negotiation and management of contracts with vendors doing business with STAR Park, and managing the budget and financial management for STAR Park.

Assistant Real Estate Director – David Bisett

Office 512.245.2244
Mobile 512.923.0561
Email db62@txstate.edu

As the Assistant Real Estate Director, Bisett assists with preparation of Client Service Agreements, land use planning and project analysis, coordination of construction projects, and construction project planning.

Technical Operations Manager – Peter Walker

Office 512.245.4003
Mobile 210.268.9303
Email pdw28@txstate.edu

The Technical Operations Manager is responsible for the operation of specialized STAR One systems including DI water system, nitrogen gas, chilled water, laboratory HVAC units, and all building mechanical systems. The Technical Operations Manager assists with planning laboratory spaces, maintaining chemical and bio waste inventories and disposal records.

Marketing Specialist & Web Designer – Student Employee

Office 512.245.7827
Mobile 512.731.0183
Email mjf99@txstate.edu

The Marketing Specialist and Web Designer is responsible for website management using the university’s content management system, managing a robust social media presence for STAR Park and STAR Park clients, writing and distributing quarterly STAR Park updates via email, writing and proofreading press releases, and creating marketing materials including the quarterly STAR Park newsletter. Additionally, the Marketing Specialist interacts closely with University Marketing to ensure all marketing materials are within University guidelines.

Administrative Support Specialist – Student Employee
The Administrative Support Specialist assists with the daily operations and management of STAR Park and is responsible for supporting STAR One Clients.

Point of Contact

Management will be your main point of contact regarding day-to-day services. For general information, or to schedule a questions and answers session with Management, please email starpark@txstate.edu or call Reception at 512.245.7827.

STAR One Office Information

Hours

The Building is open to the public Monday – Friday from 8:00 a.m. until 5:00 p.m. Card readers at the main entrance and the conference entrance automatically unlock at 8:00 a.m. each business day. The card readers will automatically lock at 6:00 p.m. each evening. The doors will remain locked during the weekend unless otherwise requested for a special function.

Inclement Weather

In the event of inclement weather, it is possible that Management will be unavailable to assist you. Most staff are available via mobile phone or email. Contact information for each staff person is listed in the Staff section above.

Holidays

Management will be unavailable during approved University holidays. Holidays will be:

- Martin Luther King, Jr. Holiday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Break (Thursday and Friday of the last full week of November)
- Christmas Break (last two weeks of December with return date of January 2nd)

Client will receive notifications at least one week prior to each holiday as a reminder that will include emergency contact information for STAR Park staff.
Chapter 2 – Park Entrance & Move-In

Requirements Prior to Occupancy

Base Fee
The first month’s Base Fee, as stated in your Client Service Agreement or the prorated portion, must be paid prior to move-in. Checks should be made payable to Texas State STAR Park and either dropped off with the Business Manager in Office 123 or mailed to the address on the inside front cover of this handbook.

Security Deposit
Your security deposit is equal to one month’s Base Fee as stated in your Client Service Agreement. The security deposit must be paid prior to taking occupancy of any leased space in the Building. Checks should be made payable to Texas State STAR Park and either dropped off with the Business Manager in Office 123 or mailed to the address on the inside front cover of this handbook.

Proof of Insurance
All Clients are required to obtain and maintain, in full force, an insurance policy or policies as provided for in the Client Service Agreement. Texas State University shall be named as an 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. Notifications should be made to the attention of the Business Manager and can be either mailed to the address on the inside front cover of this handbook, emailed to starpark@txstate.edu, or faxed to 512.353.0291.

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

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

Failure to maintain acceptable insurance coverage will be considered a technical default under the Client Service Agreement. It is each Client’s responsibility to provide copies of continued coverage binders to the Business Manager on an annual basis. If you have any questions, please contact the Executive Director.

Chemical List/Check-In Forms
A release form must be signed and returned if chemicals are not used or stored in your office/laboratory space. This form must be updated annually.

If chemicals are used or stored in your office/laboratory space, a complete list must be supplied to Management prior to occupancy. The list should be updated with the addition of new chemicals, and a copy must be submitted to the Technical Operations Manager within two (2) business days.

Chemical lists need to be updated within two (2) business days with the new additions.
Client Requirements at Move-In

Induction
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.

The Induction session must be scheduled within 30 days of move-in.

Business Orientation
A Client representative authorized to make financial decisions for the Client will meet with the Business Manager to discuss operational aspects between the Client and STAR One. The meeting will cover many different facets of the interaction between the Client and Management. The session should be scheduled at least one business day prior to move-in.

Walk-Through of Assigned Space
Client representatives and Management will conduct a walk-through of all assigned spaces at move-in. Any damages or preexisting modifications to the space will be noted.

Building Weight Limits
The University 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.

Client Employee Data Form
Each employee of the Client will complete and submit a Client Employee Request Form. The form is available for online completion on the STAR Park website at www.txstate.edu/starpark/forms. The form can also be submitted in paper format.

The information will be used to create sign-in credentials (called netIDs) that allow Client employees to access the secured Texas State Wi-Fi network. The data will also be used to grant access to the Building to each client employee on a Texas State issued access card. The data must be provided within 1 business day to allow for timely completion of netID and access requests.

After move-in, any Client employee data changes must be provided within 24-hours of occurrence.

If a Client employee chooses not to disclose the information requested on the Client Employee Data Form, please contact the Business Manager as soon as possible.

Management Contact List
Client will submit a Management Contact list to the Business Manager within 48 hours of occupancy. The list should contain the names, titles, and contact information for each person the Client wishes to designate as a member of Client Management. The list should indicate each person with authorization to either receive monthly invoices, approve charges for Client, or approve Client space access requests.
Emergency Contact List
Client will submit an Emergency Contact list to the Business Manager within 48 hours of occupancy. The list should contain the names, titles, and contact information for each person the Client wishes to designate as a Client Emergency Contact. The list will be utilized to contact the Client in the event an emergency occurs that will affect the Client space on the Property.

Company Marketing Info and Logo
The Client will submit a short paragraph highlighting the company to the Business Manager along with a high-resolution logo for publishing on the STAR Park website. Examples submitted by current clients can be found on the STAR Park website under the Client tab.

STAR One Requirements at Move-In

Original Signed Service Agreement
The Client is provided an original signed copy of the Service Agreement and any subsequent Addendums within ten (10) days of execution.

Welcome Packet
A Welcome Packet is given to each member of the Client management team that will consist of a printed copy of the client handbook, emergency contact numbers for Texas State and STAR Park Management, a Services Price List, and an overview of the Property.

Access to STAR One
Access to the Building is issued to each employee on an individual basis as outline in Chapter 4 – STAR One Services. Management reserves the right to revoke access at any time as deemed appropriate to the best interests of the Property and the University. Management will notify the Client, in writing, of revoked access within 24-hours.

Client Information Requests
Management, at its convenience, may request from Clients:

- Number of full-time and part-time employees
- Number of Texas State graduates hired
- Number of paid Texas State Students employed
- Amount of equity, JV, or other patent capital injections realized
- Amount of research and collaborative funding provided to University
- Patents issued
- Grant funding received

No individual company information will be released. All information provided or released will be in aggregate and in appropriate form.
Confidentiality and Conflict of Interest
Texas State employees 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.
Chapter 3 – Exit Procedure

The length of stay in the Incubator Program will vary depending on each Client’s specific needs. The Client is expected to meet business development milestones that are mutually agreed upon. Most Clients should be able to graduate within 36 to 60 months of entering the incubation program.

Graduation Criteria

Graduation criteria will establish when Clients should graduate from the Incubator Program at STAR Park. The general criteria for graduation can include:

- Space needs exceed available allocation (generally 4,000 square feet)
- Meeting and exceeding company goals for startup phase
- Acquisition by a larger company
- Successful initial public offering
- Client's business plan exceeds the Building’s capabilities

The Executive Director, in conjunction with Client, will determine when a Client has met the criteria for graduation.

Discontinuation of Services

In certain circumstances, the Client may be asked to leave the Incubator Program at STAR One. Notification to the Client is made as outlined in the Client Service Agreement.

The criteria for exit or discontinuation of services can include:

- Business focus that no longer meets the qualifications for the Building’s occupancy
- Consistent failure to meet goals established by the Client and Executive Director
- Filing for bankruptcy
- Violation of the terms of the Client Service Agreement
- Failure to provide current proof of insurance required by the Clients Service Agreement
- Unapproved modifications to leased space or equipment provided in the leased space
- Default on lease fees and fee payments to STAR Park or Texas State
- Failure to provide either requested documentation or reasonable cooperation with Management
- Sharing internet access codes or access cards between employees or non-employees
- Engaging in illegal activities on the Property
- Default on payments, fees, charges, or levies due to third party service providers, vendors, or governmental entities to whom the Client is legally obligated to render payment

Surrender of Premises

Should the Client Service Agreement be declared terminated, or upon expiration of its term, the Client shall surrender the premises to Management, waiving any notice of eviction. If Management terminates the Client Service Agreement, Management may assign the facility space to another at its discretion or make any use of the premises it so desires.
Exit Procedure

Once graduation or discontinuation of services criteria has been satisfied, the Exit Procedure plan will take effect. A date for move-out will be selected that is either mutually beneficial for the Client and Management or satisfies the stipulations set forth in the Client Service Agreement.

Space Alterations
Any unapproved alterations made to the assigned space must be returned to their original move-in condition. Approved alterations to assigned space may have to be returned to their original condition at the discretion of the Executive Director. Failure to return alterations to original move-in condition will result in the forfeiture of the Client security deposit and potential pursuit of appropriate remedies.

Change of Address
The Client shall provide new contact information, including forwarding address, e-mail address, and phone number to Management.

The Client shall notify all vendors of its new address and file a change of address with the United States Postal Service. All packages and future mail delivered to the Property will be refused or returned. Any mail received after move-out will be returned to sender.

Check-Out List
The STAR Park Check-Out List will need to be completed in conjunction with the Business Manager. A walkthrough of the Client’s assigned space will be conducted to determine any repairs that may be needed. The Business Manager will notify the Client of any outstanding invoices or pending charges.

An exit interview will be conducted by the Executive Director.

Security Deposit Refund
Client billing is reviewed to ensure payments are up to date. The Client is expected to pay all outstanding invoices in full before leaving STAR Park. If there are pending charges, the Client’s security deposit will not be refunded until all charges have been invoiced and paid. A full or partial amount of the security deposit may be retained to cover any necessary repairs or cleaning (with exception of normal wear and tear). The balance, if any, will be refunded within 30 days after all charges have been paid and repairs completed, if needed.

Security Deposits cannot be used to pay outstanding invoices or charges of any kind.

Success or Failure of Client Business
Clients specifically recognize and acknowledge that success or failure of Client's business enterprise will be dependent on the business acumen and diligence of the Client. The business venture undertaken by Clients may also depend on other factors, such as market and economic conditions, all of which are beyond the control of Texas State. Clients agree that success or failure of its business will not depend on the University’s performance under the Client Service Agreement or any other agreement with the University, and STAR Park makes no representations or warranties as to the growth or success of the Client’s business. The University shall have no liability to the Client 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.
Chapter 4 – STAR One Operations

Invoices
The STAR Park Business Manager will email invoices to Clients no later than the first business day of each month. The Client should supply the Business Manager with an email address to which all invoices will be sent. Invoices will include the Base Fee and any other ancillary charges that may occur. Invoicing terms are Net 10: All amounts payable are due by the tenth calendar day after receipt, including holidays and weekends.

Late Fees
Any invoices not paid in full within 10 calendar days of receipt are subject to a 10% late fee penalty as set forth in the Client Service Agreement. This late fee penalty is calculated on any unpaid portion of the invoice. If the late fee is not paid as part of the late invoice, the late fee will appear on a subsequent invoice.

Client Employee Data
Annual Renewal
In November of each year, all Client Employees will submit a new Client Employee Data Form. This will allow Management to renew netID and Building access for each client. If a new form is not submitted, the netID and access for the employee will be cancelled.

As Needed Updates
When a Client hires a new employee, the employee will submit the Client Employee Data Form as soon as possible. This will allow the employee to be granted a netID and access.

When an employee leaves a Client, the Client should notify Management within 48 hours via email at starpark@txstate.edu. The employee should turn in any keys or access cards to the Business Manager before leaving. This will allow the netID and Building access for the employee to be deactivated.

Mail and Deliveries
Mail Service
The U. S. Postal Service provides mail service to the Building. A multi-unit mailbox is located in the parking lot adjacent to the business entrance. Mailboxes are assigned to each Client and one key is issued. If more than one mailbox key is requested, a $10.00 fee will apply. It is the responsibility of each Client to collect their own mail. The mail carrier will normally deliver large boxes to Reception.

Names approved to receive mail at a Client address must be emailed to starpark@txstate.edu within two business days of move-in, and updated as needed. The list should include the Client name, as well as the names of employees approved to receive mail and packages.

Your Client Mailing Address will be as follows:

(YOUR BUSINESS NAME)
3055 Hunter Road, Box #
San Marcos, TX 78666
It is important that you show the appropriate box number on your mailing address. If the mail carrier cannot identify the correct box, your mail may not be delivered.

Deliveries

United Parcel Service (UPS), Federal Express (FedEx), and freight companies make regular deliveries to the Building. Small packages delivered by UPS, FedEx, or the US Postal Service are usually accepted and signed for at Reception. Freight packages are delivered to the Loading Dock. Management will not sign for freight packages or vendor deliveries. If a Client employee is not available to sign for these types of deliveries, the delivery personnel will be instructed to return later. If the Client does not want Management to sign for packages, please email starpart@txstate.edu with your request indicating the Client employee who will be responsible for package signing and the person’s contact information.

It is the Client’s responsibility to collect all packages, including those that require special handling. Management is not responsible for any package that is not collected by the addressee.

In the event of a University holiday, every effort is made to notify delivery drivers of the pending closure. However, it is the Client’s responsibility to plan with the specific delivery service if a package is needed during a University holiday.

Package Log

All packages signed for by Management will be entered on a package log at Reception. The log will contain the last 4 digits of the tracking number, the carrier, and the date received. All packages and log entries will be color-coded by Client. When packages are picked up, the Client employee must initial each line for the corresponding tracking code. If a certain Client employee is to be designated for package pick up, please email the information to starpark@txstate.edu.

Special Deliveries

If the Client is expecting a shipment delivery that requires either a special certification or license for acceptance, the Client is required to notify Management of the pending delivery at least 24-hours in advance. The notification should be sent via email to starpark@txstate.edu and include the vendor who will be shipping the package, the employee who should sign for the package, and the person’s contact information.

Shipping Services

UPS Service

Management can assist with the mailing of parcels via UPS, including overnight service. The parcel must be prepared for shipment and should not weigh more than 30 pounds. Bring the shipment to Reception by 12:00 p.m. for same day service, specify the shipping service desired, and if additional insurance is needed. If the package is not delivered by 12:00 p.m., shipping will not occur until the next business day.

All UPS shipping services are completed through the University’s Mail Services department and are billed at a discounted contract rate on a subsequent invoice. Tracking numbers are provided for all packages.
FedEx Service
No FedEx Services are available. FedEx will only pick up packages that have a pre-paid tag affixed. The Client is required to notify FedEx of the pickup, but the package may be left at Reception.

Special Events
The University and Management organize meetings and social gatherings with opportunities for entrepreneurs to meet local government and business leaders, members of the Advisory Board, and to network with other Clients. Clients are encouraged to take advantage of these opportunities and to share ideas for future events by email to starpark@txstate.edu. Management will provide advance notification of upcoming events.

Telephone Services
Mobile
Mobile phone services are not provided, and reception within the Building can be challenging. If your mobile reception is problematic, you can choose to have a landline telephone installed for an additional fee.

Landline
Landline telephone service is available in the Building for a monthly fee. The Client must pay all installation charges as well as a monthly fee for each phone. Long distance service requires a long distance personal identification number, but there is no charge for long distance services. Voicemail is available for phones within the Building.

Basic monthly service with unlimited long distance calling is $15.00. Premium monthly services with unlimited long distance calling and voicemail is $20.00. Installation charges are $285.00 per line.

Conference Phone & Hosted Call-in Meetings
A conference speakerphone is available for meetings held in any conference room at no charge. STAR Park has a Quest account for hosting call-in meetings. This service allows participants to call a toll-free number and sign-in to the call with a passcode. Hosted call-in meetings are an additional fee. Any fees will be billed to the Client on a subsequent invoice. Service requests need to be coordinated with the Business Manager via email at starpark@txstate.edu.

Technology
Management does not provide computers, printers, or personal fax machines in any office within the Building.

Texas State Net ID
Each Client employee is granted a Net ID to the University network upon move-in. The Net ID and password are used to grant Building access and to access University network services. The employee should never share his/her netID and password with anyone.

Internet
Internet access is available wirelessly as well as via a hardline for the University network. Each person must use his/her Texas State netID and password to log into the University network.
If a Client wishes to install a router for business purposes, the installation and set-up of the router must be approved by and coordinated through ITAC Services at the University. Contact ITAC via phone at 512.245.4822 or email at ITAC@txstate.edu. The person contacting ITAC will need to provide their valid Texas State netID to the ITAC representative.

Internet Security
Each Client employee using the secured Texas State network is responsible for adhering to the Network Use Policy of Texas State University. As an institution of higher education, there are few restrictions or safeguards on internet access other than the settings on your own internet browser or router. Therefore, it is up to each Client and individual user to take care when accessing the internet.

Copiers
Copiers are available for Client use in the reception area, as well as Suite 175. Both copiers will print two-sided on paper up to 11 x 17. The copier in 175 prints in black and white and the copier in Reception prints in black and white or color. Both copiers are networked to serve as a printer.

A user code is required for copiers. An email should be sent to starpark@txstate.edu requesting a copier code, along with the name of the person to whom it will be issued. Copies are charged on a per page basis as outlined in the Service Fee document in the Appendix.

Scanner
Both copiers function as a full-color scanner with JPEG and PDF selections. A user code is not required for scanning purposes. Scanned documents are sent to an email address that must be entered. If you would like an email address programmed into the copier for routine use, please email starpark@txstate.edu with your request including the name of the person, and a valid email address.

Fax Machine
The copier in Reception also functions as a fax machine. You will need a user code to utilize the fax machine and the cost is billed on the same-per page basis as copies.

Meeting Spaces
The Building has three conference rooms, a large multi-purpose room, and two collaboration areas available for Client use. An online calendar system is utilized for booking the three conference rooms. A Client manager will need to approve access to the conference room calendar. Please email the request to starpark@txstate.edu. The two collaboration areas cannot be reserved and are available on a first-come first-served basis only.

Participant Fee
If a Client hosts a function in any conference room and there is an admission, participant, or materials fee to the event, STAR Park requires 10% of the gross sales. It is the Client’s responsibility to notify Management of the event, the cost of entrance or materials, and the number of attendees. The information must be emailed to starpark@txstate.edu. The 10% fee for STAR Park will appear on a subsequent monthly invoice.
Damages
The Client sponsoring the event in the Building’s conference rooms will be responsible for any damages or extensive cleaning that is required. The Business Manager will notify the Client of charges, if any.

Conference Rooms
The conference rooms available for use are:

- Conference Room 105 with a seating capacity of 25, audio/visual equipment, multiple furniture configurations, and a food service bar
- Conference Room 146 with a seating capacity of 7 and audio/visual equipment
- Conference Room 174 with a seating capacity of 15 and audio/visual equipment

Collaboration Areas
The two collaboration areas are Area 125 in the south end of the building and Area 168 in the north end. Area 125 features two tall tables with four stools each and four lounge chairs with tables. Area 168 features a long offset couch, bar-height surfaces with tall seating, and two love seats. All walls in Area 168 are white boards.

Multi-Purpose Room
The Multi-Purpose Room has a table capacity of 50 and a seating capacity of 80, audio/visual equipment, and multiple furniture configurations. The Multi-Purpose Room has to be booked on the Room Request page of the STAR Park website. Use of the space is approved at the discretion of the Executive Director. Once your request has been reviewed, you will be notified of your booking status.

Standard Furniture Set-Ups
Conference Room 105 and the Multi-Purpose Room have a standard set-up. The standard set-up for Conference Room 105 is an open “U” and classroom seating for the Multi-Purpose Room. If the room is altered from the standard set-up, it is the responsibility of the meeting coordinator to return the room to the standard set-up. If not, a set-up fee of $25.00 for Conference Room 105 or $50.00 for the Multi-Purpose Room will be billed to the Client during the next billing cycle. Visual set-ups can be found on the STAR Park website.

Coffee and Water Service
Coffee and bottled water service is available for a nominal fee. Coffee service is a flat rate of $10.00 per service. Bottled water service is billed at a rate of $0.25 per bottle. The Client manager should email the request with the date, time, and conference room specifications to starpark@txstate.edu. All charges will appear on a subsequent invoice.

Website
The Web Designer maintains the website at www.txstate.edu/starpark. The website can be updated with information about the Client’s mission and current news if provided by the Client. Information and updates for the website should be emailed to starpark@txstate.edu.
Social Media

STAR Park maintains a presence on a number of social media platforms with the handle of @txststarpark. If the Client has a post or tweet they would like to have shared or retweeted, email the appropriate information to starpark@txstate.edu.

Business Equipment

Business equipment is available in the work areas on both ends of the building for Client use. Equipment includes heavy-duty staplers, paper cutters, packing tape guns, shredders, pencil sharpeners, etc. All equipment is marked as belonging to STAR Park and should be returned promptly after you have finished using them.

If any of the equipment is missing or not serviceable, please send an email to starpark@txstate.edu to alert Management of the concern.

Recycling

The Building offers recycling services for paper, plastic, cardboard, toner cartridges, small batteries, and mobile phones. Toner cartridges and batteries can be placed on the counter in Area 111. Recycling carts are available in Area 111 and Suite 175 for regular paper, books, newspapers, and magazines. Recycling containers for cans and bottles are available in Area 111, Breakroom 128, and Breakroom 169. Cardboard boxes should be broken down and placed in the recycle cage in Room 161. All plastic and Styrofoam packing material should be disposed of in the dumpster behind the Building.

Custodial Services

Labs

Custodial Services are offered throughout the Building, with exception of laboratories. The laboratory spaces are only cleaned via special arrangements. Each Client needs to determine if they want custodial services in their laboratory space. The custodial services available for the laboratories include:

- Emptying nonhazardous waste trash cans
- Filling the soap and paper towel dispensers
- Sweeping the floor

Due to safety concerns caused by the potential for chemical residue, no counters, sinks, or other surfaces are cleaned. Damp mopping of floors will only be completed if the Client indicates there is no possibility of chemical reside. It is the Client's responsibility to keep these areas clean.

Nonhazardous and nonchemical trashcans should be set in the service hallway each night for emptying. Clients should pick up the trashcans first thing in the morning and return them to the laboratory. Trash bags that are not in an appropriate container will not be removed.
Office and Public Areas
Offices and public areas are cleaned daily. The custodial services offered during a typical month include emptying the trash, vacuuming, dusting, and mopping. Bathrooms and public sinks are cleaned and sanitized daily.

Trash Service
A dumpster for disposal of regular trash is available behind the building. Clients should take large trash items directly to the dumpster container located outside. No loose trash should be left in the service hallways. No hazardous waste or chemical waste should ever be disposed of in the dumpster.

Pallets
It is the Client’s responsibility to breakdown all pallets before disposal. Whole pallets should never be disposed of in or around the dumpster. Pallets tossed into or stacked around the dumpster will cause the waste management company to not empty the dumpster. A pallet-busting tool is available in the loading dock to break down all pallets. If the Client chooses not to break down pallets, it is the Client’s responsibility to find an alternative disposal method.

Business Advisory Services

Interaction Agreement Meetings
Management may conduct quarterly reviews to gauge the progress of each Client and evaluate the quality and impact of the business assistance. 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. Management 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 Management, University Faculty, the Small Business Development Center, and MBA graduate students.

Office of Technology Commercialization
The Office of Technology Commercialization is available to assist Clients in accessing University intellectual property, licensing opportunities, Industry Research Agreements, University core facilities, faculty, and staff. Contact Dr. Reddy Venumbaka via phone at 512.245.2672 or email reddy@txstate.edu.

Small Business Development Center
The Small Business Development Center (SBDC) is available to help with business plan developments, market analysis, marketing plans, procurement assistance, export assistance, and financial projects and analysis. SBDC representatives are available in Office 121 and 124 of STAR One. Rex Steele can be reached via phone at 512.610.0996 or email at rex.steele@txstate.edu.
Chapter 5 – STAR One Building

Building Services

Building Services in leased space may include deionized water, liquid and gaseous nitrogen, vacuum systems, emergency power outlets for critical equipment, emergency lighting, a secured facility, ample parking, and custodial services as needed.

Repairs

Any issues with building systems, such as electricity, plumbing, lighting, internet, card readers, air conditioning, or exhaust hoods, should be reported via email to starpark@txstate.edu.

Furniture and Fixtures

Clients will provide their own furniture, fixtures, and equipment to utilize for business operations within the Building. The Executive Director must approve space alterations needed to accommodate furniture or fixtures in advance.

The University occasionally has basic office furniture available for Client use that could include used desks, chairs, bookshelves, and filing cabinets. If interested, please contact the Business Manager. The furniture is available on a first-come, first-serve basis at no cost to the Client. If there is a cost incurred to move the furniture to the building, the Client will be invoiced during the next billing cycle. The University will retain ownership of all furniture and fixtures supplied to the Client, which must be left in the Building when exiting the Incubator Program.

STAR One Access and Security

Visitors

All visitors, including Client visitors, must enter through the Business Entrance of the Building. If you are expecting a visitor, please notify Reception by calling 512-245-7827. Include the visitor’s name as well as the location to which you would like the visitor escorted. If an unannounced visitor arrives, the visitor will wait in either Reception or the Collaboration Area while the client is notified of the visitor’s arrival. Visitors must be escorted at all times while they are on the Property.

Keys and Access Cards

The issuance of keys and building access is granted on a case-by-case basis to individual Client employees. Access to many areas within the Building is controlled by card readers. This access will be granted on either a University ID or a temporary access card depending on the University affiliation status of the employee.

**Keys and access cards should never be “shared” between Client employees.** Client employees found to be sharing or loaning security access cards, may have access cards canceled without prior notice.

**In the event of lost keys or access cards, please notify Management immediately.** This will allow for access cards to be deactivated and for locks to be changed, if needed, to maintain building security. Any expense incurred for replacing lost access cards or for changing locks must be paid by the Client and will be billed on a subsequent invoice.
Anyone entering the Building without a working security access card in their possession must be escorted always by a representative of the Client that provided entry. Access into the Building is granted to authorized employees of all Clients, Management, and official University representatives.

The doors to Client laboratory spaces are not to propped open and should remain closed and locked always.

The University reserves the right, at its sole discretion, to restrict or deny access to the Building and Property to any individual or individuals that, in the University’s opinion, represent the following:

- A physical threat to themselves or others
- Have been or are currently engaged in activities on the Property that could interfere with operations of the facility
- Have a presence that results in damages to the Building or Property

**Access Cards**

Client employee access is granted after receipt of both the Client Employee Data Form and Access Request Form. Access can be granted to the following areas of the Building:

- Exterior Doors – Main entrance entrances outside regular business hours and all service doors
- Hazardous Materials Building – 24-hour access to the HazMat Building
- Research Hall Doors – Main doors into Research Area
- Suite 175 – If needed
- Laboratories – Access to Client-assigned laboratories

The person designated to approve access requests for the Client will complete the Access Request Form on the STAR Park website under the Client Forms tab. The Client will complete a form for each employee to which the Client wishes to grant access. If specialized access requests are assigned to individual Client employees, please schedule a meeting to discuss access needs with the Business Manager.

**Keys**

Keys can be requested for doors with keyed locks, built-in cabinets, and other furniture supplied by Management. This includes cabinets in individual laboratory spaces.

Keys are issued to individual employees and will never be duplicated, loaned, or transferred to any other person. If unauthorized duplicate keys are made or keys are lost, all affected locks will be rekeyed at the Client’s expense.

A Client employee authorized to grant access will email a request to starpark@txstate.edu and include the name of the employee and the room number. Up to two office keys will be issued for each space with a keyed lock. Additional keys are available for $10.00 each. Clients may request their office space be rekeyed when they move into the Building or at any time. Any expenses incurred will be billed to the Client on a subsequent invoice.
Security and After-Hours Policy

The University Police Department and the Hays County Sheriff’s Office provide building security to all Clients. Random patrols are conducted throughout the day. Any Client with special security needs may contact Management to discuss those needs.

Please contact the University Police Department if you notice suspicious people or packages in the Building outside of regular business hours.

Concealed Carry

[Texas Senate Bill 11](http://www.state.texas.us) was signed into law on June 1, 2015. Campus Carry allows individuals with either a license to carry or a concealed handgun license to carry weapons on university campuses. As a campus of the University, all employees with a concealed handgun license are permitted to carry their firearms in the building, including offices and labs.

If Clients wish to be exempted from this Texas State policy, an exemption request will need to be emailed to Stephen Frayser at s_f75@txstate.edu. Exemption will not cover any public space and is limited to leased space only. The Texas State President will review the exemptions on a case-by-case basis. If approved, signage as outlined in Texas Senate Bill 11 must be properly displayed.

Care & Use of STAR One Facilities

Client premises are provided for carrying on the prescribed business outlined in the Client’s application. 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 the University.

Clients shall maintain and keep the facility space and all Building 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:

- Return all keys to the facility space, furniture, and fixtures assigned to Client employees
- Deliver possession of said facility space and appurtenances to the University
- Clean the facility space such that it is free from trash and is restored to its original condition

Clients shall not cause an increase in the fire or hazard insurance premiums by the Client’s use of the facility space or any Building premises. Clients shall not conduct any unlawful trade, occupation, or operation while participating in the STAR Park Technology Incubation Program.

General Building Rules

The sidewalks, entrances, passages, and hallways in the common areas of the Building shall not be obstructed by any Client, used for any purpose other than ingress and egress, and for temporary moving routes approved by Management.
Plumbing fixtures will be used for their intended purpose. Non-intended substances cannot be flushed or washed down the drains. Any damages resulting from misuse of plumbing fixtures shall be borne by the Client or affiliates of the Client, which caused the damage.

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

No fundraising, canvassing, general solicitations, nor distribution of political, religious, or cause literature will be permitted. An announcement board is in Break Room 128 next to the refrigerator. Announcements must be approved by Management prior to posting.

Clients may hang pictures on the walls in their offices. No displays of a sexual or political nature will be permitted in the Building. If large items need to be installed, such as white boards, please contact Management to arrange installation. Clients will be responsible for repairing the walls upon move-out. Any expenses incurred by Management will be billed to the Client on the final invoice.

In general, the Client will not permit unusual or loud noises and/or odors to be produced in their space if such noises/odor offend or disturb other occupants in the Building.

The Building and Property will not be used for lodging or overnight occupancy.

The Building and Property will not be used for storage of personal belongings, vehicles, bicycles, or any items not used in the operations of the Client.

No illegal drugs, explosives, fireworks, alcoholic beverages, flammable, radioactive, or potentially contagious or hazardous materials are permitted in the Building without disclosure and written permission from the Executive Director.

Clients shall not place anything outside of the Building, 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.

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

Clients shall not keep animals, other than registered service animals, in their offices.

All Clients will respect the privacy of others and practice courtesy toward neighboring Clients within the Building.

All University properties are considered “Tobacco Free.”

**Chemical Hoods and Biosafety Cabinets**

Chemical and biological hoods must be certified at a minimum of once per year. Management will arrange for the annual hood inspection and service. Maintenance and equipment repair costs, though supplied by Management, are the Client’s responsibility unless the equipment is used in common by other Clients.

**Break Rooms/Collaboration Areas**

The Break Rooms include a refrigerator with icemaker and filtered water as well as a microwave for your benefit.
Coffee supplies (coffee, sugar, cream, cups, plates, etc.) found in the cabinets are for the use of Management only when it hosts conferences and seminars. Supplies are not for the personal use of any Client employees. Please check with Management if individual Clients would like coffee service.

Since the Break Room and Collaboration Area are on display to all Building 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
- Caring for it as if it were your own kitchen

Shared cabinet and counter space is at a premium in the Break Rooms. Please keep your cabinet use to a limited area to allow others to use the space as well. Do not leave things sitting on the counter. Be sure to wash and dry your dishes and utensils and take them with you. Do not leave dirty dishes in the sink. Any dirty dishes left unattended in the sink will be thrown away when they are found. No attempt will be made to find the owner of the dishes.

Refrigerators and First Friday Cleaning
The refrigerator is here for the employee use and convenience. You are welcome to store your lunches/drinks in the refrigerator. Everything should be clearly labeled with name and date. Health regulations require that no hazardous materials (i.e. corrosive liquids, radioactive materials, etc.) be placed inside.

Management will dispose of anything left in the refrigerators and freezers on the first Friday of every month at 4:30 p.m., including all bottles, cans, dishes, lunch boxes, storage containers, etc. to ensure sanitary conditions. The only food allowed to stay in the refrigerator are food and condiment-type items in their original packaging with a clearly visible expiration date.

Right of Entry & Inspection
The University and Management will retain a means of access to the Client’s space and shall have the right to enter the Client’s space. Texas State’s Department of Environmental Health Safety and Risk Management shall have the right at all times to service and inspect Client space.

48-Hour Notice
Except in the event of an emergency, the University and Management shall have the right upon 48-hour notice to service and inspect the Client space. A 48-hour notice will be sent to all Clients of Building system outages that may be required for routine maintenance or repair.

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), Management may enter the Client’s space to show space upon 48-hour notice to prospective Clients.

Air Conditioning
Thermostats are set according to University energy conservation regulations. The thermostats may be adjusted within the small range allowed by these regulations. If the range is outside the operating tolerances needed in
your laboratory or if there are any heating and air conditioning concerns, please email starpark@txstate.edu with your concerns.

Maintenance
If you become aware of a facility repair, maintenance need, or a hazardous situation, please contact Management via email at starpark@txstate.edu. If you feel the issue requires immediate attention, please call 512.245.7827 or come to Reception. All requests for building services, repairs, alterations, or accommodations must be made by Management. Needs that are particularly urgent and may result in dangerous situations for Clients or damage to the Building or Property should be brought to the attention of Management 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.

Moves
Moves shall be coordinated with Management to ensure the least amount of disruption. Clients will be responsible for providing supervision of any moving operations that may involve the common areas of the Building 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. Any losses and/or damages will be included on the Client’s final invoice.

Parking
Clients, employees, and guests are not required to have a University parking permit and may park in appropriate spaces in the front parking lot. Vehicles cannot be left overnight without prior notice. Parking in the back of the Building is for service vehicles only. Any vehicle parked illegally on the Property will be towed at the owner’s expense.

Alterations or Improvements
All physical alterations to Client office or laboratory spaces must be approved in advance of the alterations by the Executive Director and must be completed by University-approved vendors. Clients shall not mark, paint, drill into, or in any way alter the windows, doors, walls, ceiling, partitions, or floors of the Building, without the prior written consent of the Executive Director. Please contact the Executive Director to obtain estimates, initiate work orders, or obtain the necessary approvals for these items. Failure to receive advanced approval may result in a default of the Client Service Agreement. Clients will be invoiced by Management for any expenses incurred for requested alterations or improvements. During remodeling or construction, Management will keep Clients apprised of work progress. A schedule of construction will be sent as a way to minimize disruption to Clients.

Hanging pictures, white boards, etc., are permissible within the individual Client’s space. The Client should email starpark@txstate.edu with details of the request. The Client will be invoiced by Management for any costs incurred on the Client’s behalf.

Unapproved alterations may result in a default of the Client Service Agreement.

Upon the termination of the Client Service Agreement, the Client, at its sole expense, may be required to remove any alterations and improvements and restore the space to its original condition. If so designated by Management, the client will be notified, in writing, of the required restoration. Otherwise, any alterations or improvements made by Clients or by Management on
Client’s behalf shall become the property of the University and shall be surrendered to the University at the termination or expiration of the Client Service Agreement or any extensions or renewals thereof without compensation.

Any alterations 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 University and the Texas State University System Board of Regents.

**Signage and Trademark Usage**

Client names will be posted on the Building’s directory board located in Reception. Management will display, at the Client’s expense, a company logo in the Conference Center Lobby and in Reception. The Executive Director must approve all printed logos prior to display. A mockup of the display can be emailed to starpark@txstate.edu along with any specific requests for the display. Office doorway signs may include the Client’s name, logo, and a brief description of the company; however, they may not obstruct the room number. All signs must be approved by Management prior to posting.

Clients shall not use any trademark, service mark, trade name, or other indicia of the University, nor shall the Client hold itself out as having any business affiliation with the University without having a specific written agreement from the Associate Vice President, Research and Federal Relations, and upon cause shall issue public disclaimers to that effect.

It is not the intent of the Incubation Program for any Client to gain advantage for soliciting and selling any goods or services to University employees and students. Clients are prohibited from direct solicitation and sale on any University property, by any means including campus mail, campus telephones, or email. The Client Service Agreement does not create a partnership, joint venture, or any other implied relationship.
Chapter 6 – Environmental and Safety
Environmental Concerns

Lab Safety and Hazardous Waste
Research and development activities involving the use of chemicals will fall under the University’s Lab Safety Program and Hazardous Waste Program. Activities using biological agents will be covered by the University’s 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 University’s Radiation, Laser, and X-Ray Safety Program. Oversight of these programs is through the University’s Environment Health Safety and Risk Management Office (EHSRM).

Key elements of these programs include:

- Chemical inventory, segregation, and storage
- Routine laboratory safety inspections
- Monthly safety equipment (hoods, eyewash, and safety shower) inspections
- Monthly fire extinguisher inspections
- Monthly waste management inspections
- Bio and chemical waste containers and labels provided by disposal company
- Quarterly pick up of bio and chemical waste from the HazMat building by the University’s contracted waste disposal company

Additional information can be found at http://www.fss.txstate.edu/ehsrm/

Chemical Lists

Annual Update
A chemical release form must be signed and returned if chemicals are not to be used or stored in your office/laboratory space. This form must be updated annually.

If chemicals are used or stored in your office/laboratory space, a complete list must be supplied to Management on an annual basis.

Periodic Update
If a Client has previously signed a chemical release form but will start using chemicals, a chemical list must be completed and submitted before any chemicals are brought into the Building.

Clients that add chemicals not previously disclosed on a chemical list or composition of previously disclosed chemical changes should update their chemical list with the new addition and submit it within two business days.

Client will receive written notification of approvals once the update has been reviewed by EHSRM.
Building Emergency Procedures

Reporting
All incidents, regardless of severity, must be reported to management.

Emergency Evacuation Procedures
Management will schedule annual fire drills. This allows us to practice and prepare for an emergency, so we can react in a calm and orderly fashion. These practice evacuations are a coordinated effort from everyone in the building. Management appreciates the serious commitment to these practice evacuations.

The Technical Operations Manager, in conjunction with the University Fire Marshall, will coordinate evacuations.

All offices will post a floor diagram within the suite so that employees and guests can clearly see designated exits. Each Client will follow established procedures for evacuating persons with disabilities.

Do not put yourself in danger.

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 and activate the nearest fire alarm. Give the address of the Building as follows:
3055 Hunter Road San Marcos, Texas 78666

If the fire is small and you have proper training, use a fire extinguisher to combat the fire. Do not endanger yourself or others by trying to extinguish a large or well-developed fire. If it is an equipment fire and time allows, disconnect the power to the equipment and close all doors behind you as you leave. Do not lock the door.

If you cannot control the fire, alert Management and other Clients. Tell them that there is a fire, 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 near the mailbox unit. Stay out of the way of emergency vehicles and personnel. Do not reenter the building until directed by the fire department, emergency services personnel, or Management.

When the fire alarm sounds, all occupants are required to evacuate regardless of threat perception.

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, and move to a safe area.
Do not return to the building until instructed to do so by emergency personnel or Management. Management will contact Facilities for assistance with flood cleanup.

**Hazardous Spills**
If you should discover a chemical spill:

*INDOOR Spills*
Use appropriate spill cleanup supplies to contain the spill when safe to do so. Spill kits are in the research hall in laboratory area. Immediately inform all in the area to evacuate. Close all doors to isolate the area if safe to do so. Notify Management. If exposed to a chemical, remove all contaminated clothing. Emergency showers are in the research hall of the laboratory area.

If there is chemical contact with a person’s skin, thoroughly rinse under water and then wash with soap and water. If there is chemical contact with a person’s eye, rinse eyes with water for 15 minutes. Eye stations are in each laboratory and at each emergency shower. An additional emergency shower and eyewash station are located inside the HazMat building’s fenced area. Disposable robes and drapes are supplied near each emergency shower.

From a safe area, call the University Police Department, 911, or 512.245.2085.

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. Evacuate the area if necessary.

*OUTDOOR Spills*
If possible, to do so safely (without risk of overexposure), act to stop the release and prevent or minimize releases to storm sewers. Follow other indoor instructions.

**Loss of Utilities**
The Building is equipped with a back-up power generator on an emergency electrical system. The emergency electrical system powers emergency lights as well as certain electrical outlets and building systems. Light switches and outlets wired to the emergency electrical system will be red.

The emergency electrical system is designed to only keep building systems powered for minimal operation. It is not designed to support full functioning of the Building. It is recommended that critical instruments and equipment be supported by an alternate power source (UPS) to cover period of change over from standard to emergency power.
If a power failure should occur and there is no other emergency such as a fire or explosion, notify Management. You may remain in your work area and await instructions from Management.

For power failures after normal business hours, contact Pedernales Electric Company at 1.888.883.3379.

**Tornado**

All evacuation maps are marked with green Tornado Evacuation areas of the building. There areas are all internal rooms without windows.

When a tornado occurs, remain calm. Do not run or panic.

If you are indoors, stay indoors. Make your way, as quickly as possible, to one of the marked tornado evacuation areas. Do not attempt to leave the building until you are advised that it is safe. Remain in a sheltered area until you are advised by the Police Department, Fire Department, Civil Defense, and/or Management that it is safe.

If you are outdoors, make your way inside the Building to one of the marked tornado evacuation areas. Do not attempt to leave the building until you are advised that it is safe. Remain in a sheltered area until you are advised by the Police Department, Fire Department, Civil Defense, and/or Management that it is safe.

**After the Tornado**

Use extreme caution when entering or exiting the offices and work areas. Use caution when exiting the building and stay away from overhead electric wires, poles, or anything that might shake loose and fall.

Do not use lanterns or other open-flame devices until you are advised 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 fire or power outage, see the appropriate sections of the 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**

*Secure Immediate Area*

Immediately secure the area where you are located. Find a room with a lockable door.

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

Call 911 but be aware the 911 system will likely be overwhelmed.
Be prepared to give the address of the Building, **3055 Hunter Road**, and the room or office number where you are located. You will need to include the number of people at your location, number of injured and types of injuries and any information you can give about the assailant. Assailant information can be the person’s location, number of suspects, race/gender, clothing description, physical features, type of weapon(s), shooter’s identity, and how many instances of gunfire have occurred.

**Un-Securing an Area**

The area should remain secured until instructed by Emergency Personnel that it is safe to leave the area. Attempts to rescue people should only occur if it can be accomplished without further endangering people inside a secure area.

**Police Emergency**

If you discover a police emergency (i.e. crime in progress), call 911 and notify Management. If you are notified of a police emergency, cooperate fully with the Police. Do not attempt to apprehend or interfere with a criminal except in self-defense. If it is safe to do so, get a detailed description of the criminal by 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.

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 Road**.
- Tell operator the type of problem or injury, the person’s present condition, sequence of events leading to the emergency, and medical history or doctor if known
- Do not move person unless they are in danger
- Give first aid or CPR if trained

If you are exposed to bodily fluids, inform emergency personnel.

Ideally, the individual making the call should 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 any additional information to the aid unit that is responding.

Management and the employee’s supervisor should be informed as soon as possible.

**Bomb Threat**

Upon receiving a bomb threat, immediately call 911. Tell the Police that you are reporting a bomb threat at Texas State STAR Park. Give the street address, **3055 Hunter Road**, to the 911 dispatcher. Do not discuss the details of the threat with any other persons until the responding officers arrive.

If a bomb threat is received, note as many of the following as possible:

- Determine the caller’s age and sex
• Time of the call
• Exact words used
• Time the bomb will presumably explode
• Where the bomb is located
• What kind of bomb it is
• What the bomb looks like
• Why the bomb was placed

With any bomb threat, Management will announce, in conjunction with Emergency Personnel, whether a full evacuation of the building is required and will give specific instructions. Management will meet the Fire Department/UPD at the specific location where the bomb was reported. A search will be made of the immediate area.

Most vulnerable areas for the placement of a bomb will be in the public areas, where people are free to come and go in the building. Never touch a package suspected to be a bomb. People should be suspicious of packages found on the grounds that are strange or out of place. In many cases, a bomb might have been placed without receiving an actual threat.

Remember, to ensure the safety of all building occupants, bomb threats must be considered real until proven otherwise.

**First Aid**

Basic first aid kits are available in Reception, Research Hall, and Suite 175. If you notice a kit is low or missing an item, please notify Management.

Each Client should have their own first aid kits that are specific to the nature of their work. Clients should have their own procedures posted in their individual spaces for employees, depending on their specific type of business, i.e. chemicals, burns, fumes, etc.

A Floor Plan that illustrates the locations of emergency exits, emergency wash stations, and fire extinguisher locations can be found in the Appendix.

**Cardiopulmonary Resuscitation (CPR)**

STAR Park offers annual CPR and First Aid classes at a reduced cost to building personnel. This is a great opportunity to obtain certification and learn a valuable skill that could provide lifesaving care to people in need of CPR assistance. Child and infant CPR may be available upon request, in addition to AED certification. Certification cards in both CPR and First Aid are valid for two years.

**Automated External Defibrillators (AED)**

The AED at STAR One is in the publicly accessible rotunda (room 170) in a wall-mounted cabinet. The Physio Control LifePak CR® Plus AED is equipped with voice prompting to guide users through the
defibrillation process. The unit is checked monthly by the Safety Coordinator to ensure that it is operational. The unit is inspected annually by Environmental Health and Safety and Risk Management (EHSRM).

**If the AED is ever used in an emergency, the device use must be reported to the Safety Coordinator immediately.**

Training for AEDs are provided by EHSRM. You should always defer to a trained AED user. However, federal laws have been established that provide “Good Samaritan” protections for anyone who uses an AED to try to revive a person in cardiac arrest.

### Appendix

#### Service Fees

**Telecommunication Charges:** Standard phone service with unlimited long distance $15 per month, Premium phone service with unlimited long distance and voice mail $20 per month

**Parking as set by Texas State Parking Policy:** As of January 1, 2013, there is no parking fee

**Additional Key Charge/Access Card:** $10.00 per key or $20.00 per access card

**Printing B/W and Color:** $0.06 per print

**Copies B/W and Color:** $0.06 per copy.

**Facsimiles:** $0.06 per page

**Mail Handling:** No cost for a mailbox and one key. Additional keys are $10 per key

**UPS, FedEx, and DHL:** Client cost.

**Conference Room:** LCD projector, screen, whiteboard, and teleconference phone are available upon request and subject to availability. See STAR Park website on Room Request tab

**Conference calls:** A speakerphone is available at no additional fee and Quest Conferencing is available for a flat rate of $35.00

**Late Invoices:** 10% charge of unpaid balance

**Hazardous Waste Disposal:** Client will receive Texas State contracted rate plus 15% with our EPA/TCEQ permitted disposal facility

**Biological Waste Disposal:** Direct cost. Client will receive Texas State contracted rates with our EPA/TCEQ permitted disposal facility

**Lab Safety, Waste Management, and Safety Equipment Inspections:** Prevailing rates apply

**Waste Management Containers:** Direct cost with our contracted vendor

**Janitorial Services for Lab Areas:** Regular trash receptacles will be emptied at no additional cost
Client Onboarding Checklist

1. Requirements Prior to Occupancy
2. Requirements at Move-In
3. STAR One Requirements at Move-In
4. Graduation Criteria
5. Discontinuation of Services
6. Invoices
7. Late Fees
8. Client Employee Data
9. Mail service
10. Deliveries
11. Shipping services
12. Special events
13. Telephone services
14. Texas State NetID
15. Copiers
16. Meeting Spaces
17. Website
18. Social Media
19. Recycling
20. Custodial Services:
21. Trash Service
22. Repairs
23. Furniture and fixtures
24. STAR One access and Security
25. Security and after-hours policy
26. Campus carry
27. General building rules
28. Chemical hoods and biosafety cabinets
29. Break rooms/collaboration areas
30. Right of entry and inspection
31. Maintenance
32. Parking
33. Alterations or improvements
34. Wireless internet services
35. Network Activation
36. Signage and trademark usage
37. Environmental Concerns
38. Chemical lists
39. Building emergency procedures
Client Handbook Certification Statement

I certify that I received a copy of the Client Handbook. I will read the Client Handbook in its entirety. I understand my responsibility in adhering to all sections of the Client Handbook. If I have any questions or concerns I will schedule an appointment with the STAR Park Business Manager.

Signature: ___________________________________________

Printed Name: _______________________________________

Date: _______________________________________________
Floor Plan