



**INNOVATION DEPOT**

**CLIENT OPERATIONS MANUAL**

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\*The information contained in this manual is not a contract and should not be seen as such. The management of INNOVATION DEPOT reserves the right to make any changes to the policies, procedures, rules and regulations contained in this manual at any given time.

## **MISSION**

The mission of INNOVATION DEPOT is to provide Birmingham-region based, technology oriented entrepreneurs with a unique program and environment which enhance their company's chances for success. By providing affordable office and/or laboratory space, professional and support services, INNOVATION DEPOT fosters entrepreneurial ideas from the early stage of company development until the graduation stage of growth.

# FACILITY: SERVICES & POLICIES

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## FRONT DESK

The INNOVATION DEPOT receptionist service is available to all client companies to greet and announce visitors, maintain daytime security, and schedule all conference and training rooms.

## HOURS OF OPERATION

The INNOVATION DEPOT is open between 8:00 am and 5:00 pm Monday through Friday, although clients have access to the building 24 hours a day, 7 days a week by use of their secure access fob.

If the need arises to use INNOVATION DEPOT facilities or equipment after regular business hours for events and meetings, special arrangements may be made. Please see "After-Hours Use" on page 5 and the INNOVATION DEPOT receptionist for further assistance.

## MULTI-MEDIA EQUIPMENT

All conference and training rooms include wireless internet access as well as a conference capable telephone.

A mobile multi-media display system is available (by reservation) for use in all conference rooms and includes:

- 50" LCD television
- Wireless keyboard and mouse
- DVD player
- VCR

Multi-media equipment available in the training room includes:

- Built-in LCD projector
- Drop-down display screen
- VCR and DVD player
- Wireless keyboard and mouse

## LAB EQUIPMENT

In each Laboratory Client space, the following amenities are available:

- Compressed air
- Vacuum
- Natural gas
- Fume hood (only in select spaces)
- Emergency shower and eyewash stations (in 2<sup>nd</sup> floor hallways)

Lab equipment is available\* in the 2<sup>nd</sup> floor Shared Laboratory for approved\* Laboratory Clients to use including:

- Autoclave
- -80° freezer
- Flaked Icemaker
- CytoVita microscope
- Sorvall RC-6 Centrifuge
- Lab glassware dishwasher / steamscrubber

\*Client companies desiring to use Shared Laboratory equipment must sign a usage and liability waiver prior to use. See INNOVATION DEPOT Facility Operations Manager for additional information.

## OFFICE EQUIPMENT

Office equipment is available in the 1<sup>st</sup> floor copy room for Clients to use including:

- Color / black & white copier with the ability to:
  - Scan as pdf
  - e-mail scanned documents
  - Network to individual office suites or laboratories
- Plain paper fax
- Postage machine
- Shredding service
- Hand trucks and carts

There is a fee-for-service charge for use of some of the office equipment (see CLIENT SETUP & FEES section). The postage machine, copy machine, and fax machine all require client-selected account numbers. Check with the INNOVATION DEPOT receptionist for account numbers and assistance, or if the equipment needs attention.

## COMMON MEETING ROOMS

The INNOVATION DEPOT meeting rooms are for **client company business use only** and you **must be present during the scheduled event**. The rooms are reserved on a first-come, first-served basis. The meeting room must be left clean and ready for the next appointment. Trashcans and coffee pots are provided but must not be removed from the meeting rooms. Audio/visual equipment is available for checkout for use at meetings. See “Multi-Media Equipment” section for a full list.

The INNOVATION DEPOT is equipped with five meeting rooms to accommodate almost any function. You must indicate to the receptionist at the time of the reservation how many attendees are expected.

- Conference Room A (“Executive Board Room”) has a capacity of 15 and is used for luncheons, board meetings, and executive functions. It is located near the main entrance behind the receptionist area. It is **not available** for non-client usage.
- The Training Room will seat up to 40 and is used for employee training and instruction, lectures, and demonstrations. It is located in the Atrium next to the kitchen and break room. It is **not available** for non-client usage.
- Conference Rooms B, C, and D have capacities of up to 15 people each and are used for small group meetings. Conference rooms B and C are located on the 1st floor at opposite corners of the 16th Street side of the building. Conference room D is located on the 2nd floor, adjacent to the Atrium. These rooms are **not available** for non-client usage.
- No other spaces in the building may be reserved through the receptionist.

#### ROOFTOP TERRACE

An attractive rooftop terrace is accessible from the 2<sup>nd</sup> floor of the Atrium and is available for INNOVATION DEPOT clients to use, provided that it is properly cleaned up after use. The maximum capacity of the rooftop terrace is 50 people. Smoking is not allowed on INNOVATION DEPOT property, including the rooftop terrace.

#### GATED GARDEN

The private garden, located off the north side of the building, is available for INNOVATION DEPOT clients to use, provided that it is properly cleaned up after use. For security reasons, the patio gate is *exit-only* and is **not** to be propped or left open. The Gated Garden is not to be used as an entryway. Smoking is not allowed on INNOVATION DEPOT property, including the Gated Garden.

#### AFTER HOURS USE

To use the INNOVATION DEPOT meeting rooms or rooftop terrace after normal business hours, please make arrangements with the INNOVATION DEPOT Vice President/COO, including the submission of an AFTER-HOURS EVENTS / FACILITIES REQUEST FORM (Appendix 3) at least 1 week prior to the event. All areas and rooms are reserved on a first come, first served basis, and are subject to approval by the INNOVATION DEPOT executive staff.

If there will be more than 25 attendees, it is required that additional security guards be hired for the duration of the event. Janitorial service charges will be charged if out of the ordinary clean-up services are required. The host will be responsible to INNOVATION DEPOT for these security and janitorial charges (see CLIENT SETUP, FEES, &

RESPONSIBILITIES). Catered events will be handled directly with (and charges due directly to) Culinard.

#### CATERING POLICY

Culinard must be used for all catered events held in INNOVATION DEPOT common areas. Clients are not required to use Culinard for events held in Client spaces, or for events in common areas that are not catered.

#### ALCOHOL POLICY

There will be no alcoholic beverages sold or served at INNOVATION DEPOT unless catered by Culinard and approved in advance by the INNOVATION DEPOT staff and Culinard.

INNOVATION DEPOT prohibits any mention of alcoholic beverages in any publicity or advertising materials that are distributed for the event.

Alcoholic beverages will not be served to an individual who appears to be intoxicated or if there is reason to believe that the individual may be intoxicated.

#### SMOKING POLICY

The INNOVATION DEPOT is a smoke free property, both inside and outside the building, including the parking lot and loading dock areas.

#### SECURITY

All personnel within INNOVATION DEPOT are required to wear the provided security badges at all times while on INNOVATION DEPOT property. Otherwise, personnel will be required to sign in at the front desk and be issued a Visitor badge, which must be worn while in the building.

The Front Entrance, Atrium, and Loading Dock of the building are on an automatic lock system. You may access any of these doors, 24 hours a day, with your access fob. The front door is unlocked and available for visitor entrance between the hours of 8:00 AM and 5:00 PM, Monday through Friday. On Holidays the front door is accessible only via access fob. Misuse of access fobs, such as sharing or giving to non-employees is a violation of security and may result in revocation of access privileges.

Any opening of the two sets of exterior doors located at the eastern end of the building, along 1<sup>st</sup> and 2<sup>nd</sup> Avenues, respectively, will activate the alarm system and should be used to exit only in case of emergency.

All exterior doors are video monitored 24-hours a day. When these points of entrance are compromised, the Police are notified and dispatched to the facility.

## VISITORS

All visitors to the INNOVATION DEPOT are required to sign in at the receptionist's desk. Upon sign-in and issuance of a visitor's badge, the Client Company or Individual whom the visitor is here to meet with will be called by the receptionist. It is the Client Company's responsibility to come to the receptionist's desk and escort the visitor to the respective office or meeting room. Additionally, all visitors **must** be escorted back to the receptionist's desk and signed out when finished meeting with the Client Company.

## TELEPHONE SYSTEM

The INNOVATION DEPOT telephone system is a VOIP platform. This high quality system offers a wide range of line and equipment configurations to accommodate the needs of your company. Incoming 800-numbers are available as well.

The basic communications package available at INNOVATION DEPOT includes the following:

- 1 Telephone Number
- 1 Fax Number routed to fax server
- 1 Two-Button Digital Avaya Phone
- Caller ID
- Call Waiting
- Call Forwarding
- 1 Voicemail Box, with voicemail to email service
- All Local Calls
- Broadband Internet Access
- 1 Public IP Address

\*Additional features / packages are available.

For trouble calls, technical issues and assistance in making decisions regarding how to best handle your phone service needs, contact the INNOVATION DEPOT Director of IT Services.

To place a call outside the building, press 9, then dial the number. Any calls out of the metropolitan area require 9-1-area code-number dialing. AT&T is the current provider of long distance service through a bid contract with INNOVATION DEPOT.

## INTERNET SECURITY

INNOVATION DEPOT requires that every company adhere to the ACCEPTABLE USE POLICY and EQUIPMENT REGISTRATION POLICY attached to this document. All equipment indicated on the EQUIPMENT REGISTRATION POLICY must be registered with the Director of IT Services prior to connecting to the INNOVATION DEPOT internet network. All computers connected to the INNOVATION DEPOT network at any time must be protected with antivirus software that is kept current. Client companies having an infected computer connected to the INNOVATION DEPOT network will be removed from the network until all virus-related issues are corrected. Additionally, all client companies with equipment that cause the disruption of the INNOVATION DEPOT network will be responsible for all costs incurred to re-establish the network.



## PARKING POLICY

Employees will be issued a serialized parking pass from the INNOVATION DEPOT Facility Operations Manager after submission of a completed EMPLOYEE INFORMATION SHEET (Appendix 2). Employee parking at the INNOVATION DEPOT is allowed only in designated areas and on a first-come, first-served basis. Parking is also available for visitors, who must register with the INNOVATION DEPOT receptionist and wear a visitor badge provided by the receptionist.

## UPS/FEDEX SHIPPING

Due to an agreement with UPS, all INNOVATION DEPOT clients are eligible to use the *UPS CampusShip* program when shipping items. This program provides between 30% and 60% discounts on shipping rates, depending on the service (ground, overnight, etc). Client companies utilizing this service will be billed directly by INNOVATION DEPOT on a monthly basis with a 10% admin fee. To utilize this service, clients must register for account access with the INNOVATION DEPOT Vice President/COO. Additionally, there are both UPS and FedEx drop boxes located in the copy center off the Atrium at INNOVATION DEPOT.

## LOADING DOCK POLICY

The loading dock should be used for any deliveries that cannot be hand-carried through the Front Door Reception Area. In order to ensure efficient and secure Loading Dock delivery for all Innovation Depot Clients, the Client must be present to accept the delivery. The Client will be responsible for meeting their respective delivery Drivers at the Loading Dock door to allow access to the building. Clients should provide drivers with appropriate contact information, or the drivers should utilize the exterior intercom in order to contact the Receptionist, who will notify the Client Company of the Driver's arrival via the telephone number on file.

## PROPERTY MAINTENANCE

Upkeep of the facility is provided by INNOVATION DEPOT. If you notice any maintenance problems in the facility such as leaks or HVAC problems, please report these to the INNOVATION DEPOT staff.

Minor renovations or improvements may be made to client spaces with prior approval. However, such improvements are at the Client's expense. See the INNOVATION DEPOT Vice President/CFO regarding maintenance problems or for renovation approval.

## JANITORIAL SERVICE & TRASH REMOVAL

Janitorial service is provided for the common areas. The removal of Clients' normal office wastebasket trash is provided daily, if the wastebaskets are left just outside the Clients' doors after the close of business hours. After the trash has been removed, please return the emptied wastebasket to your respective office to eliminate unsightly clutter in the hallways.

## CLIENTS' EMPLOYEES

To ensure access to all services and facilities, and most importantly for security and emergency concerns, all employees of client companies must fill out the EMPLOYEE INFORMATION SHEET (Appendix 2). Each client company is responsible for ensuring the sheet is filled out for its employee, and for submitting it to the INNOVATION DEPOT Facility Operations Manager. After receipt of this information by the INNOVATION DEPOT Facility Operations Manager, the employee's ID card, parking pass, and building access fob will be provided to the client company for distribution. All resident companies are responsible for ensuring that their respective employees are aware of and abide by the policies contained in this CLIENT MANUAL and the current LEASE.

# CLIENT SETUP & FEES

## CLIENTS' FEES

All fees will be charged as per the current signed lease. The following provides a quick reference:

### ACCESS CHARGE

\$25.00 per Client Company for unlimited access during business hours and after working hours for tenant and its employees to the training room and conference rooms (availability allowing), breakrooms, kitchens and tenant appreciation areas.

### BUILDING ACCESS FOBS

For after-hours building entry, access fobs are available at a charge of \$25.00 per fob.

### SECURITY ID BADGES

Up to 3 ID Badges are provided to each Client company free of charge. Additional ID Badges cost \$15.00 per badge. A Security ID Badge is required for each Client Company employee.

### COPY / PRINT MACHINE

\$0.08 per black & white copy/print and \$0.65 per color copy/print

### POSTAGE EXPENSE

In addition to actual postage accrued, Client will be charged a 10% equipment fee for the use of the postage meter machine.

### UPS SHIPPING DISCOUNT

UPS Shipping charges accrue to the client on a monthly basis, but at a 30% to 60% discount.

### TELEPHONE and INTERNET SERVICE

Basic Package - \$150.00 per month.

\*Additional features / packages available.

### PLAIN PAPER FAX MACHINE

Outgoing Faxes: .50¢ per page

### DEIONIZED WATER

\$25.00 per month for usage of deionized water in laboratory spaces

### LABORATORY SAFETY INSPECTION

\$500.00 annual charge for inspection of all laboratory spaces by an Innovation Depot approved, certified third-party in accordance with OSHA regulations

## INNOVATION DEPOT PROVISIONS

### WIRELESS INTERNET

Wireless Internet for Guests is provided free of charge throughout INNOVATION DEPOT.

### COMMON MULTI-MEDIA EQUIPMENT

Provided free of charge.

### LAB EQUIPMENT IN SHARED LABORATORY

Provided free of charge.

### UTILITIES

Normal usage of water, electricity, natural gas, HVAC, and sewer is provided free of charge.

### SECURITY PERSONNEL

24 hour general security is provided by INNOVATION DEPOT. For client-sponsored events requiring additional security (after-hours events with greater than 25 people), the client will be charged a fee per guard per hour.

### JANITORIAL SERVICE

General janitorial service is provided by INNOVATION DEOPT for common areas. However, each client is responsible for cleaning up after themselves when utilizing common areas. Additional janitorial needs will be charged by the hour.

### PROPERTY / GROUNDS MAINTENANCE

General maintenance of the INNOVATION DEPOT property and grounds is provided.

# PROFESSIONAL NETWORK

## PROFESSIONAL ASSISTANCE

The INNOVATION DEPOT Professional Staff is available to assist your company in the areas of business planning, business linkages, developing and implementing marketing strategies, attracting investment capital, and protecting proprietary rights.

## LEGAL & ACCOUNTING NETWORK

INNOVATION DEPOT maintains relationships with a network of attorneys and accountants who specialize in various areas. Additionally, many of these individuals have agreed to offer reduced rates to the emerging companies at INNOVATION DEPOT. Please discuss your specific situation with the INNOVATION DEPOT Vice President of Client Services to determine the best choice for your company.

## INSURANCE

Each client company is required to maintain \$1,000,000 each occurrence in liability insurance and \$2,000,000 in general aggregate insurance, with INNOVATION DEPOT named as an additional insured entity (see lease contract for further details). Please ask your carrier to provide us with an accord certificate reflecting this coverage.

## STUDENT ASSISTANT

The primary purpose of the Student Assistant Liaison Program is to provide clients with an assistant to help with business-related tasks in the areas of accounting/finance and computer science. A secondary purpose of this program is to allow senior-level business students the opportunity to work in a real-world environment of business enterprise. Students are recommended by professors in the UAB School of Business and the Department of Computer and Information Sciences. At the request of a company, the INNOVATION DEPOT Vice President/COO will assist in locating a student assistant for them. The company will determine if the student is appropriate for the position. The student will work directly with the company, but may request assistance from the INNOVATION DEPOT staff as needed.

The student interns will be expected to assist the client companies in any capacity that the company needs assistance; from mundane tasks to management decisions. They can help with financial planning, accounting or marketing. The students can provide up to twenty hours per week on a flex-time basis, which would take into consideration the company's needs as well as the student's curriculum requirements. The company will be expected to pay the student at the current market rate plus employer taxes.

Each company will be asked to provide feedback to INNOVATION DEPOT as to the quality of the student's work in order to keep up with the effectiveness of this program.

# **INNOVATION DEPOT BUSINESS ASSISTANCE SERVICES**

The mission of INNOVATION DEPOT is to provide Birmingham-region based, technology oriented entrepreneurs with a unique environment which will enhance their start-up company's chances for success. An integral part of this development process is the availability of tailored business assistance services to Client companies and their employees. While many services are offered, it is the responsibility of the individual Client company to utilize such services, and no guarantee of Client success is expressed or implied. These services may include, but are not limited to, the following:

- On-site business coach offering assistance with planning, strategy, marketing, financial, and other business advice.
- On-site IT manager to provide technical support and consulting for computer software applications networking issues and hardware configurations.
- Assistance with contacts for strategic partnerships and business alliances.
- Assistance with identifying financing sources, including angel and venture investors.
- Setting up panel meetings with accountants, lawyers, and other professionals to discuss financial, legal, or other issues.
- Introducing Lessee to Board Members who may be able to identify possible business opportunities.
- Helping Lessee develop its network of business contacts.
- Assisting in identifying and developing its competitive advantages.
- Helping construct press releases for distribution to local and state media outlets and coordinating publicity for its accomplishments and business events.
- Growing the capabilities of its business and its employees with educational seminars on a variety of topics.
- Publicizing seminars and other events outside of Innovation Depot focusing on small business issues.
- Assisting in the design of marketing materials such as brochures, newsletters, flyers and ad copy.
- Providing dedicated internet connection.
- Assisting in website development and identify e-commerce partners.
- Advising on working with photographs, logos, art, and other image media.
- Offering flexible space within facility so Lessee can add additional offices or move to a larger area in the building.
- Assisting in remodeling/expansion decisions for Lessee's office.
- Providing literature on a variety of services targeting small businesses.
- Keeping resumes on file to aid in Lessee's search for qualified employees.
- Providing services as a Technical Assistance Provider for SBA Express loans.

# INNOVATION DEPOT PROGRAM REQUIREMENTS

## QUARTERLY REVIEWS

Clients shall meet quarterly with the INNOVATION DEPOT President and/or staff to discuss the Client's progress. Prior to the meeting the Client shall submit the following information to the Vice President/COO:

- a) Quarterly financial statements, including, but not limited to:
  - Statement of cash flows
  - Balance sheet
  - Income statement
  - Pro-forma Income Statement
- b) A narrative description of any changes to Client's originally submitted business plan.
- c) A statement of Client's employment data, including, but not limited to:
  - The number and names of employees
  - Members of the Client's Board of Directors

These reviews are intended as a communication tool to provide the opportunity for the exchange of information and ideas. The meetings should aid the company and INNOVATION DEPOT in assuring that the objectives and goals of both are being pursued in the manner most likely to result in success. All information is kept confidential and will not be shared outside the review meeting without permission. Adherence to this Quarterly Review process is required to remain at the INNOVATION DEPOT.

## GRADUATION POLICY

In order to fulfill the goals and objectives of INNOVATION DEPOT, client companies will "graduate" or exit the INNOVATION DEPOT program as they mature. This will take place within a 5 year timeframe (exceptions are biotech and medical device). This natural process of maturity will make space available for new, start-up, high growth companies which have a greater need for the special environment provided by INNOVATION DEPOT. Thus, a continuing cycle of new companies enjoy the benefits of INNOVATION DEPOT.

INNOVATION DEPOT may extend the date of graduation for any biotech or medical device company which is seeking regulatory approval from any Government Agency (i.e. FDA, CDC).

INNOVATION DEPOT has allocated space for "Resident Mentor" Clients. Consideration will be given to allow graduate companies filling the role of a "Resident Mentor" to remain in the space at the then prevalent market rate with adjustments made annually for increases in cost of operations. Resident Mentors are client companies that have reached a mature stage of growth and can provide additional guidance and support in a variety of ways to other companies in the program.