Client Handbook
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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 innovative endeavors.

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, 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 unique 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 support your success. 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
Chapter 1
Introduction

Welcome to STAR One! We are glad you are here. This handbook will help you understand 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.

Scope
This handbook contains important information to help direct your collaboration with Texas State STAR Park. 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.

Red flags and breakout boxes will be used to draw your attention to important information. The red flag, as shown to the left, will denote important information. Client responsibilities will be included in a breakout box as shown to the left.

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

Policy & Handbook 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.

Handbook editions will be denoted by a version number and effective date on the inside front cover of the handbook. Electronic copies are available for download from the STAR Park website on the Plans and Policies tab at https://www.txstate.edu/starpark/policies.html. Print versions of this handbook are available by emailing a request to starpark@txstate.edu. Please include the number of printed copies you wish to receive.

**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, 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 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 relationships with Texas State or that have an interest in, and potential for, initiating such relationships.

**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

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 of Operation

The Building is open to the public Monday through Friday from 8:00 a.m. until 5:00 p.m. Card readers at the main and conference entrances unlock at 8:00 a.m. and lock at 6:00 p.m. The doors will remain locked during the weekend unless otherwise requested for a special function.
Management Availability
Management will be available to assist Clients during normal hours of operation. Emergency and Holiday contact information for appropriate staff will be posted in common areas.

Notices of scheduled University closures will be provided to clients five (5) business days in advance.

Inclement Weather
In the event of inclement weather, it is possible that Management may be unavailable to assist you at the discretion of Management. Most staff are available via mobile phone or email. Contact information for each staff person is listed on the STAR Park website.

Emergency Closures
In the event of a national, state, or local emergency, STAR Park may be closed at the discretion of Management. This closure may limit your ability to access the building. Although staff may be unavailable to assist you in person, most staff are available via mobile phone or email. Contact information for each staff person is listed on the STAR Park website.

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

- Martin Luther King, Jr. Day
- 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 the first business day in January)
Chapter 2 – Move-In & Occupancy

Requirements Prior to Occupancy

Base Fee

The first month’s Base Fee or the prorated portion outlined in your Client Service Agreement 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 full 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.

Chemicals and Hazardous Waste

Clients are required to adhere to all policies and standards as outlined in Chapter 6 Chemicals and Hazardous Waste. Failure to comply with the stated policies and standards will be considered a technical default under the Client Service Agreement.

Please read the chapter carefully to make certain you understand the outlined provisions. If you have questions, you should request a question-and-answer session with the Technical Operations Manager by emailing starpark@txstate.edu.

Chemical Inventory

A Chemical Release Form must be signed and returned if chemicals are not used or stored in your laboratory space.

If chemicals are used or stored in Client lab spaces or the Hazardous Materials Storage building, a complete chemical list must be supplied to Management at least fourteen (14) days prior to occupancy.

Safety Data Sheets (SDS)

When Chemical Inventory lists are submitted, a current SDS for each chemical must be provided to Management with the list. The SDS can be submitted in either printed copy or electronic versions via web address links, thumb drive, or email to starpark@txstate.edu.

Client Employee Onboarding

Client Employee Onboarding Checklist

Client Employee Onboarding checklists are available for Clients to make certain their employees are successfully integrated into STAR One. The checklist will ensure that client employees are aware of the policy and procedures that will be applicable to them and that all steps to grant them access to STAR One and the wireless network have been completed. An electronic version of the checklist is available on the STAR Park
website on the Client Forms tab [https://www.txstate.edu/starpark/forms.html](https://www.txstate.edu/starpark/forms.html). Print copies may be requested by email to starpark@txstate.edu. Please specify the number of printed copies you wish to receive.

**Client Employee Data Form**

Each employee of the Client must 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](http://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 Client employee access to the Building on a Texas State issued access card.

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.

**Requirements at Move-In**

**New Client Onboarding**

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.

Onboarding should be scheduled 5 days prior to move in.

**Induction**

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

Induction should be scheduled within 30 days of move in.

**Walk-Through of Assigned Space**

As part of Client Onboarding, 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 on the Property Condition Checklist.

**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 to distribute the weight properly so that no damage is done from overloading. Contact the Executive Director if you have any concerns about the weight of any equipment to be moved into a lab by email to starpark@txstate.edu.

**Proof of Insurance**

All Clients are required to obtain and maintain, in full force, an insurance policy or policies that meets the minimum requirements as provided for in Sections 13e, 13 f, and 13 g of the Client Service Agreement.
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.

Hazardous Wastes
Clients are required to adhere to all policies as outlined in Chapter 6 and to contract with a licensed hazardous-waste disposal vendor/company to ensure proper disposal of all chemical waste generated on the property. Hazardous waste disposal contracts or agreements must be provided to Management no more than thirty (30) days after move-in. *Annual contract renewals must be provided at least fourteen (14) days prior to current contract expiration.*

Biohazardous Wastes
If biohazardous waste is generated, clients can utilize the existing Biohazardous Waste program offered by Management. If the client prefers to utilize their own Biohazardous Waste disposal company, the client must provide a negotiated contract or agreement no more than thirty (30) days after move-in. *Annual contract renewals must be provided at least fourteen (14) days prior to current contract expiration.*

Regulated Non-hazardous Wastes
If regulated non-hazardous waste is generated as part of research and development, clients can utilize their current hazardous or biohazardous waste disposal vendor to dispose of the waste. If the client prefers to contract with a separate vendor for regulated non-hazardous waste, the client must provide a negotiated contract or agreement no more than thirty (30) days after move-in. *Annual contract renewals must be provided at least fourteen (14) days prior to current contract expiration.*

Lab Safety Program and Officer
Clients must declare a lab safety officer and must submit a self-certification statement of qualifications and liability assumption to Management. Client must notify Management with a new Lab Safety Officer at least 5 days prior to listed Lab Safety Officer leaving their employment with the Client.

Client firms will be responsible for the implementation of a company safety program with a designated safety officer that meets all applicable federal and state regulations.

Key elements of these programs should include:

- Chemical inventory, segregation, and storage
- Routine laboratory safety inspections
- Emergency response procedures
- Spill response
- Monthly safety equipment (hoods, eyewash, and safety shower) inspections
- Monthly fire extinguisher inspections
- Monthly waste management inspections

Client must furnish a signed agreement for Hazardous, Biohazardous, or Regulated Non-Hazardous waste disposal 30 days after move in.
• At least quarterly pick up of chemical waste from the HazMat building by the Client’s contracted waste disposal company

Texas State Net ID
Each Client employee is granted a netID to the University network upon completion of onboarding. The client employee will receive an email from ITAC@txstate.edu with their netID and instructions on how to activate it. The netID and password are used to grant Building access and to access University network services.

The employee must never share his/her netID and password with anyone. Client employee netID’s expire and must be renewed annually.

Access to STAR One
Access to Building is controlled by card readers for some areas. Office doors have keyed door locks and workstations have locking cabinets. The issuance of keys and building access should be granted to individual Client employees on a need-only basis.

Card reader access will be granted on either a University ID or a temporary access card depending on the University affiliation status of the employee. Keys to doors or cabinets will be issued only if requested. Keys and access cards are issued to individuals, not Clients. Therefore, each employee will need to sign for any keys or access cards upon move in.

The authorized person with the Client should submit an Access Form for each employee that will be granted access to Client spaces and the hazmat building at least 5 business days before move in. 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.

Management Contact List
Client will submit a Management Contact list to the Business Manager within 2 business days of occupancy. The list should contain the name, title, phone number and email address for each person the Client wishes to designate as a member of Client Management. The list should also indicate each person with authorization to approve Client space access requests and serve as the Emergency Contact.

Financial Contact List
Client will submit a Financial Contact list to the Business Manager within 2 business days of occupancy. The list should contain the name, title, phone number and email address for each person the Client wishes to designate as authorized to receive Client invoices and approve charges on behalf of the client.

Employee Contact List
Client will submit an Employee Contact list to the Business Manager within 2 business days of occupancy or within 2 business days of change in onsite employees. The list should contain the name, title, phone number and email address for each person.
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. Client will be asked to review this information annually. STAR Park and Texas State University reserve the right to publish the provided information for purposes of promoting the mission of STAR Park and the University.

Management 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 Management, a Services Price List, and an overview of the Property.

Confidentiality and Conflict of Interest
While confidentiality and/or nondisclosure agreements have not and will not be entered into with any client firm, Texas State University recognizes the importance of maintaining the confidentiality of proprietary information shared by Clients and will maintain such confidentiality to the extent allowed under existing federal and state open record laws.

Requirements During Occupancy
Invoices
The STAR Park Business Manager will email invoices to Clients on or after 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 included in the payment for a late invoice, the late fee will appear on a future invoice.

Chemical Inventory
Chemical Release Forms or Chemical Inventory lists must be updated and renewed annually. The Technical Operations Manager will request your updated form or list during the first quarter of the calendar year.

Clients must submit a chemical release form or a chemical inventory list with current SDS on an annual basis.
**Safety Data Sheets (SDS)**

When Chemical Inventory lists are updated, a current SDS must be provided to Management along with the list. The SDS can be submitted in either printed copies or electronic versions via web address link, thumb drive, or email to [starpark@txstate.edu](mailto:starpark@txstate.edu).

**Process Change Notifications**

Clients must notify Management at least thirty (30) days in advance of any process changes that would create new hazardous, biohazardous, or regulated non-hazardous wastes. All new waste streams are subject to the policies and regulations as outlined in Chapter 6. Waste generation must not begin until approval has been received.

**Client Employee Data**

**Client Employee Data Form**

Each new employee of the Client must 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](http://www.txstate.edu/starpark/forms). The form can also be submitted in paper format.

Client Employee Data forms for new employees should be submitted within 2 business days upon hire. This will allow for timely completion of netID and access requests before the employee begins work. If a Client employee chooses not to disclose the information requested on the Employee Data Form, please contact the Business Manager as soon as possible.

**Data Changes**

If Client employee data changes, Client employees must submit a Client Employee Data form within 2 business days 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. The ability to access wi-fi as well as building access may be affected.

**Annual Renewal**

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

**Client Employee Offboarding**

Client Employee Offboarding checklists are available for Clients to make certain all steps are taken to report a client employee resignation. An electronic version of the checklist is available on the STAR Park website on the Client Forms tab [https://www.txstate.edu/starpark/forms.html](https://www.txstate.edu/starpark/forms.html). Print copies may be requested by email to [starpark@txstate.edu](mailto:starpark@txstate.edu). Please specify the number of printed copies you wish to receive.

Client Employee resignation notices must be emailed within 2 business days to [starpark@txstate.edu](mailto:starpark@txstate.edu).
The Client employee must 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.

If a client employee fails to return building access cards or keys, the Client will be charged for any expenses incurred to replace non-returned ID’s and keys, up to and including charges to change locks if so deemed by the University Police Department. If these charges occur, the client will be billed on a future invoice.

Client Information Requests
As an ongoing condition of funding, STAR Park is responsible for annually reporting performance metrics. The following information will be requested of each client annually:

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

Unless publicly available from another source, no individual company information will be released. All information released will be in aggregate and in appropriate form.

STAR One Access and Keys

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 near the Rotunda while the client is notified of the visitor’s arrival. Visitors must always be escorted while they are on the Property.

Keys and Access Cards
Access to many areas within the Building is controlled by card readers. Office doors have keyed door locks and workstations have locking cabinets. The issuance of keys and building access should be granted to individual Client employees on a case-by-case basis only. 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, will have access revoked 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 always be escorted 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.

Management reserves the right, at its sole discretion, to restrict, revoke or deny access to the Building and Property to any individual or individuals as deemed appropriate to the best interests of the University or, in the University’s opinion, represent any of 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

Management will notify the Client, in writing, of revoked access within 24-hours.

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 – All exterior entrances outside regular business hours
- 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 must 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.

Right of Entry & Inspection
Management and authorized University staff 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 to inspect Client spaces on a semi-annual basis for proper use of university-owned facilities.

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 inspection, maintenance or repair. It is the client’s responsibility to notify any Management or University staff entering a client lab space if appropriate personal protective equipment is needed before entry.

During the thirty (30) day period after receipt of notice to not renew or extend the initial term of any renewed term, Management may enter the Client’s space for inspection or to show space to prospective Clients. The standard 48-hour notice will be given before any entry into the lab spaces.

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 request, a company logo on all doorway signs. 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. Any signage hung by the Client that damages the Building must be repaired at the Client’s expense.

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 3 – Exit Procedure

The length of stay in the Incubator Program will vary depending on Client’s need. The Client is expected to meet Mutually agreed upon business development milestones. Most Clients should graduate within 36 to 60 months of entering the incubation program.

Graduation Criteria

Graduation criteria establish when Client 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 operations exceed the Building’s capabilities

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

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.

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, access cards, 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 chemical and biological contamination and trash and is restored to its original condition

Client Offboarding

Once graduation or discontinuation of services criteria has been satisfied, Client Offboarding 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. Client management will meet with the Business Manager at least 5 business days prior to move-out to complete offboarding procedures. Management and Client will complete a walkthrough of the Client’s assigned space at least 30 days prior to move out utilizing the Property Condition Checklist completed during move in to determine any repairs that may be needed. An exit interview will be conducted by the Executive Director.
Space Alterations
Any unapproved alterations made to the assigned space must be returned to their original move-in condition at Client's expense. Approved alterations to assigned space may have to be returned to their original condition at the discretion of the Executive Director. Any contractor hired to repair space alterations must be hired by Management. Expense for repairs will be billed directly to Client. 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. Any mail received after move-out will be returned to sender.

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.

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 outstanding charges, the Client’s security deposit will not be refunded until all charges have been invoiced and paid in full.

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

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.

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.

Clients acknowledge that the activities of STAR Park and Texas State University staff, faculty, EIR’s and mentors are conducted on a good faith and reasonable effort basis, and release from liability and waive all claims against Texas State University that client owners, managers, employees, their heirs, successors and assigned may have for any actual or claimed errors or other acts, or omissions, including, but not limited to negligent acts of Texas State University staff, faculty, EIRs, mentors, or anyone else connected with the STAR One incubator or STAR park.
Chapter 4 – STAR One Operations

Mail and Deliveries

Mail Service
The U. S. Postal Service (USPS) provides standard mail service to the Building. A multi-unit mailbox is in the parking lot across from the business entrance. It is the responsibility of each Client to collect their mail. The mail carrier will normally deliver large boxes to Reception.

Any mail with the Client name displayed will be put in your mailbox. 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.

Mail that requires a signature, such as registered or certified, will be signed for by Management. Any mail that comes in without a box number may be put in the mailbox for STAR One. If so, this mail, along with mail that Management has signed for, will be left on the Package Log table in Reception.

There is an outgoing mail slot for regular stamped mail on the multi-unit mailbox in the parking lot.

Package, Freight and Vendor Deliveries
United Parcel Service (UPS), Federal Express (FedEx), Amazon, DHL and various freight companies make regular deliveries to the Building. Small package deliveries from UPS, FedEx, Amazon, DHL and USPS are usually accepted and signed for at Reception. Freight packages or vendor deliveries are usually 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 responsible for package signing and the person’s contact information.

Package Log
All packages signed for by Management will be entered on a package log at Reception. The log will contain the Client’s name, the last 4 digits of the tracking number, the carrier, and the date received. All packages will be marked with a client logo sticker for easy identification.

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.
University Holiday Deliveries
Management will not be available during University holidays to sign for deliveries or complete the package log. Deliveries that do not require a signature may be left at Reception. When these deliveries are made, please ask the employee collecting the packages to complete the shipping log at Reception when they pick up the packages.

If a delivery requires a signature, the delivery driver may attempt to locate someone to sign for the delivery. If the delivery does not belong to your firm, do not sign for the package and direct the driver to the appropriate client firm.

It is the Client’s responsibility to plan with vendors and delivery services if a package requires special handling or is needed during a University holiday when access to the building may not be possible.

Special Deliveries
If the Client is expecting a 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.

Parcel Pickup
UPS and FedEx will only pick up packages that have an active call tag or a pre-paid tag affixed. The Client is required to notify UPS or FedEx the pickup is needed, but the package may be left at Reception. The Client is responsible for making sure the package is picked up in a timely manner.

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
VOIP landline telephone service is available in the Building for a monthly fee. The Client must pay all installation and disconnection charges as well as a monthly fee for each phone. Long distance service requires a long-distance personal identification number (PIN), but there is no charge for long distance services. *Long distance service must be used for business related calls only*. Voicemail is available for phones within the Building. Requests for phone line installations, service requests and voicemail should be emailed to starpark@txstate.edu.
Basic monthly service with unlimited long-distance calling is $15.00. Installation and disconnection charges are $285.00 per line.

Conference Phone & Hosted Call-in Meetings
A conference speakerphone is available for meetings at no charge in any Building conference room. Management 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.

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 an active Texas State netID to the ITAC representative.

Internet Security
Client employees using the secured Texas State network are 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 remote 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 person’s name and an 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. The number for sending and receiving fax transmissions is 512.353.0291.

Website
The Public Relation Specialist 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 several 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 of Reception and 175 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.

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 (that are set outside the labs) as well as filling the soap and paper towel dispensers.

Due to safety concerns caused by the potential for chemical residue, no counters, sinks, floors or other surfaces are cleaned. It is the Client’s responsibility to keep these areas clean.

Trash bags that are not in a trash can will not be removed by Custodial Services and must be taken directly to the dumpster.

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.

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 landfill 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 waste classified as hazardous or biohazardous waste should ever be disposed of in the dumpster.

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 and containers are available in several areas of the building for recycling small waste such as paper, plastic, cans, etc. No cardboard should be placed into these recycling carts and containers. 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.

Pallets
Client is responsible for breaking down 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.

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

Office spaces within the building are leased without furniture. Lab spaces are leased with the furniture and fume hoods or biosafety cabinets that is appropriate for the lab type. Clients will provide any other furniture, fixtures, and equipment needed for business operations within the Building. The Executive Director must approve space alterations needed to accommodate furniture or fixtures in advance.

The University may have basic office furniture available for Client use that could include used desks, chairs, bookshelves, and filing cabinets. If interested, please contact the Business Manager by email to starpark@txstate.edu.

The furniture is on a first-come, first-serve basis at no cost to the Client and is subject to availability. If a cost to move the furniture is incurred, the Client is required to bear the expense and will be invoiced during the next billing cycle. The Client manager must sign a Property on Loan form indicating the property is on loan and that the University will retain ownership of the property. Loaned furniture and fixtures must be left in the Building when exiting the Incubator Program.

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 of Firearms

Texas Senate Bill 11 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 University and Client 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 law, 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
University 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 on the appropriate leased space.

Events occur in the Building occasionally that may result in the posting of temporary Section 30.06 signage as outlined in Texas Senate Bill 11. Clients will be notified at least 48 hours in advance of the posting of this temporary notice.

**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 applicable 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.

**General Building Rules**

**Administrative**

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.

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

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 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.”

**Facility**

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 Rooms.

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/odors offend or disturb other occupants in the Building.

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.

Meeting Spaces
The Building has three conference rooms, a large multi-purpose room, and two collaboration areas available for Client use.

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

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 must 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 Client 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 fee. Coffee service is a flat rate of $25.00 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.

Room Reservations
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 for client employees. Please email the request to starpark@txstate.edu.

Reservations for the large multi-purpose room must be approved by Management. A room request form must be submitted, which is available via the Room Request tab on the STAR Park website. The two collaboration areas cannot be reserved and are available on a first-come first-served basis only.

Any reservations that are booked to a conference room that are not needed should be deleted as soon as possible. This will allow someone else to book the conference room if needed.

Regular, Staff or Standing Meetings
Clients can utilize the online calendar system to book up to 20 hours of conference room space per month for standing or regular meetings. All reservations are on a first-come, first-serve basis. Reservations should not utilize the recurrence feature of the online calendar and should not be booked more than 60 days in advance. The appropriate Client manager will be notified if any reservations exceed these criteria.

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.

Damages
Sponsoring Client will be financially responsible for any damages or extensive cleaning that occur during meetings and functions in the public areas of the Building. This includes any conference room, multipurpose room or collaboration area. The Business Manager will notify the Client of charges, if any.

Break Rooms
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 Rooms 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 are 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.

First Friday Refrigerator Cleaning

The refrigerators are here for the employee use and convenience. You are welcome to store your lunches/drinks in the refrigerators. 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 clean out all refrigerators on the first Friday of every month at 4:30 p.m. The only food allowed to stay in the refrigerator is food in its original packaging with a clearly visible unexpired expiration date. No lunch boxes, storage containers, bottles, cans, bags, etc. will be emptied by Management. Management will dispose of anything left in the refrigerators and freezers except for the food outlined above.

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. Moves can be coordinated by email to starpark@txstate.edu. 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 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 Management approval. Parking in the back of STAR One is for delivery and 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 30 days in advance of the alterations by the Executive Director and must be completed by University-approved vendors at Client expense.

Clients shall not mark, paint, drill into, or in any way alter windows, doors, walls, ceiling, partitions, or floors of the Building, without the prior written consent of the Executive Director. Please contact the Executive Director by emailing starpark@txstate.edu 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 to minimize disruption to Clients. The Client will be invoiced by Management for any costs incurred on the Client’s behalf.

Upon the termination of the Client Service Agreement at the discretion of Management, the Client at its own expense may be required to remove any alterations and improvements and restore the space to its original condition.

The client will be notified, in writing, of any required restoration as designated by Management. 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.

Hanging pictures, white boards, etc., are permissible within the individual Client’s space without prior approval. The Client will be invoiced by Management for any costs incurred to repair walls upon move out.
Chapter 6 – Chemicals and Hazardous Waste

General Requirements

Permits and Registrations
Activities in laboratories that may require permits, registrations, or compliance with federal, state, or local regulations include, but are not limited to, the generation of hazardous or biological waste, any work with lasers, x-rays, or radioactive materials, work with pathogens, and work with hazardous materials, substances, or chemicals. The presence of precursor chemicals and/or glassware as defined by the Texas Department of Public Safety requires a Precursor Chemical and Glassware permit.

Clients are responsible for obtaining and maintaining all applicable or required environmental, health and safety permits and/or registrations to comply with federal, state, and local regulations. This includes Precursor Chemical and Glassware permits issued by the Texas Department of Public Safety if applicable.

Client’s must notify Management at least thirty (30) days in advance of any process changes that would create new hazardous waste streams. Waste generation must not begin until approval has been received.

Engineering Controls
Clients are responsible for notifying Management as soon as possible if building equipment or equipment operation is inadequate to meet permit, licensing, or registration requirements. Clients must notify Management of any special engineering controls needed to prevent contamination and ensure lab safety. Any modifications must be approved by Management in advance and will be completed by a Management-designated contractor at the Client’s expense.

Lab Safety Program and Officer
Clients must declare a lab safety officer and must submit a self-certification statement of qualifications and liability assumption to Management. Client must notify Management with a new Lab Safety Officer at least 5 days prior to listed Lab Safety Officer leaving their employment with the Client.

Client firms will be responsible for the implementation of a company safety program with a designated safety officer that meets all applicable federal and state regulations.

Key elements of these programs should include:

- Chemical inventory, segregation, and storage
- Routine laboratory safety inspections
- Emergency response procedures
- Spill response
- Monthly safety equipment (hoods, eyewash, and safety shower) inspections
- Monthly fire extinguisher inspections
- Monthly waste management inspections
• At least quarterly pick up of chemical waste from the HazMat building by the Client’s contracted waste disposal company

Signage in public areas and safety equipment such as safety shower/eyewash and spill kits will be provided and maintained by Management.

Additional information on the University’s Safety Program can be found at http://www.fss.txstate.edu/ehsrn/

Lab Safety Inspections
Texas State Office of Environmental Health, Safety, and Risk Management (EHSRM) will conduct semi-annual audits of each laboratory space to ensure protection of university property, the environment, and the safety of university employees that may enter the space.

Chemical Lists

Annual Update Requirement
A chemical release form must be signed and returned on an annual basis if chemicals are not to be used or stored in your office/laboratory space.

If chemicals are used or stored in your office/laboratory space, an updated chemical list must be supplied to Management in January of each year. The chemical list must include the current Safety Data Sheet for each chemical listed.

Periodic Update Requirement
If a Client has previously signed a chemical release form but will start using chemicals, a chemical list must be completed and submitted at least thirty (30) days before any chemicals are brought into the Building.

Clients that add chemicals or change chemicals or chemical compositions must update their chemical list within two business days.

All annual or period chemical list updates must include a current appropriate Safety Data Sheet for each chemical. Client will receive written notification of approval once updates have been approved by Management.

Environmental Concerns

Chemical Hoods and Biosafety Cabinets
Chemical and biosafety cabinets must be certified at a minimum of once per year. Management will arrange for the annual hood inspection and service. Costs associated with maintenance, certification and equipment repairs due to normal wear-and-tear are supplied by Management. Costs associated with repairs due to damage caused by client misuse, neglect, or handling will be the Client’s responsibility. Management will procure all repair services and the client will be billed on a future invoice.
Chemicals and Biological Agents
Research and development activities involving the use of chemicals must be declared to Management in advance for approval. Activities related to Biohazardous waste disposal will be covered by property’s Biohazardous-Waste Disposal Program. The Client agrees to comply with the Flammable Chemical Limitations attached hereto.

Flammability Limits
The appropriate flammability limits are posted in each laboratory.

All chemicals stored in laboratories must meet flammability limit requirements for the available lab square footage. Flammability limits include both chemicals and hazardous waste located in the lab. Any flammable chemical or hazardous waste that exceeds the flammability limits must be moved to storage in the HazMat storage building.

HazMat Storage
Clients have access to secured chemical and hazardous waste storage in the HazMat storage facility behind the building. Clients are expected to be judicious when granting employee access to the secured storage facility. Any employee that does not require access as part of his/her employment should not be granted access.

Client employees who move and store chemicals and hazardous waste in the Haz-Mat building should have appropriate training for emergency and spill response procedures.

Hazardous Waste shall be moved to the Hazmat Building in a manner that minimizes the possibility of leaks or spills. Clients should consider using the buddy system when moving large containers, such as drums, to the waste building. A cart and drum dolly are available for use in the hazmat building.

Clients must ensure that aisle space within the Hazmat building is at least 36” or greater at all times. Chemicals and hazardous waste must not be stored in a manner which impedes access or emergency response to the building.

Client companies are responsible for maintaining clean and safe storage in the Hazmat Building. Clients must check the condition of their chemical and waste containers at least once per week and ensure that they are not leaking and that the containers are in good condition.

Management will oversee and inspect the storage facility weekly. Weekly inspection reports are available upon request.

Hazardous Waste Storage and Disposal
General Requirements
Clients are responsible for all chemicals and hazardous waste from cradle-to-grave.
Clients must obtain and maintain all necessary regulatory registrations and training certifications to handle hazardous wastes and sign hazardous waste manifests in accordance with all applicable federal, state, and local regulations.

Clients shall determine their Hazardous Waste generator status and contract with a hazardous-waste disposal vendor/company to ensure that all chemical waste is properly disposed.

Clients are required to contract with a hazardous-waste disposal vendor/company to ensure proper disposal of all chemical waste generated on the property. Hazardous waste disposal contracts or agreements must be provided to Management no more than thirty (30) days after move-in. Annual contract renewals must be provided at least fourteen (14) days prior to current contract expiration.

Lab Satellite Accumulation Areas
Client-generated hazardous waste will be collected in laboratory satellite accumulation areas (SAA) and moved to the Hazmat building by clients prior to exceeding regulatory limits in the SAA and/or flammable limits in the laboratory space. Hazardous waste determinations must be made at the point of generation. Hazardous wastes must be labeled and segregated in the SAA. It is the client’s responsibility to manage their SAA in compliance with all federal, state, and local regulations.

Waste containers and labelling materials can be purchased from Management. Item costs will be calculated by Management based on purchase price and clients will be notified of price changes. All hazardous wastes must be stored in a container that is compatible with the waste stream.

Hazardous Waste Storage
Chemical Waste inside the HazMat building must be sorted according to waste category as labeled by EHSRM and segregated from non-compatible types by isolation, barrier, or other containment.

Waste and waste containers stored in the Hazmat building must be clearly identified by company name and must have a legible and accurate label of contents. All waste containers and labeling must comply with applicable federal, state, and local regulations.

Hazardous waste containers must be marked with the date that they are brought to the Hazmat building. For bulked waste, the container for storing bulked wastes must be marked with the date waste was first added.

Hazardous wastes must not be stored more than 90 days from the date they are moved into the Hazmat Building, or in the case of waste containers used for bulking, the date that waste was first added to the container. Clients will schedule waste pickup from the HazMat Building such that no chemical or hazardous waste is in the building more than 90 days.

Clients who bulk their waste may do so only under a written Standard Operating Procedure that has been reviewed and approved by Management. There is limited space in the building to accommodate bulking and this activity will only be allowed on a case-by-case basis.

If any client’s waste occupies a disproportional amount of available space, the waste must be removed regardless of the length of storage time. No client shall impede another client’s ability to store waste in the hazmat building.
Hazardous Waste Disposal
A Client employee must be present when the disposal vendor arrives and must remain with the vendor during waste collection and processing. The client is responsible for instructing the vendor on which containers or chemical waste to remove. Management is not responsible if vendors inadvertently remove other client’s wastes.

Client employee must sign all Uniform Hazardous Waste Manifests. Manifests must be retained and made available to Management upon request.

The chemical and hazardous waste storage and disposal process and hazardous waste manifests will be reviewed semi-annually by EHSRM.

Wastewater and Process Wastewater
EHSRM and the City of San Marcos are authorized to enter client laboratories at any time with no notice given to inspect the building for industrial wastewater compliance.

All clients are subject to the Industrial Wastewater Discharge Permit granted to the Property through the City of San Marcos. Hazardous waste, non-hazardous chemical waste, and chemicals shall not be disposed of in the sanitary sewer (i.e.: sinks, floor drains, toilets). Hazardous waste, non-hazardous chemical waste, and chemicals shall be disposed of via the appropriate hazardous waste disposal stream.

Process wastewater and/or cooling water shall not be discharged into the sanitary sewer without prior written permission of Management. Clients must notify Management ninety (90) days prior to any process change that would require discharge of process and/or cooling water to the sanitary sewer. Any testing of process wastewater or cooling water required for sanitary sewer disposal approval must be at the client’s expense. Discharge must not begin until proper approval has been received from Management.

Clients who request process wastewater or cooling water disposal via the sanitary sewer may be required to install pretreatment devices at the client’s expense. If pretreatment devices are required, devices must be kept in good working condition.

Clients shall immediately notify Management of any slug discharges to the sanitary sewer.

Biohazardous Waste Disposal
Clients are responsible for safe handling practices of all biohazardous and medical waste.

Biohazardous and medical waste can be bulk stored in the available Biohazardous Waste storage room. No biohazardous waste shall be stored for more than sixty (60) days. Clients can choose to either contract with a medical waste disposal vendor or utilize the Management-contracted biohazardous waste disposal vendor for an additional fee.

Management-contracted biohazardous waste disposal will include approved biohazardous/medical waste disposal bags and boxes at no cost. Red sharps containers are available from Management at an additional fee. Charges for biohazardous and medical waste disposal and sharps containers will be billed to the client at cost.
If a client chooses to contract with their own biohazardous waste disposal vendor, Bio-
hazardous waste disposal contracts or agreements must be provided to Management no more than thirty (30) days after move-in. Annual contract renewals must be provided at least fourteen (14) days prior to current contract expiration.

The client must supply all bags, boxes, and supplies for client-contracted biohazardous waste disposal as required by the vendor. All boxes stored in the Biohazardous Waste storage room must be clearly marked with the client name and dated as soon as they are moved to storage. Clients will be notified by Management to request a waste pickup for any boxes found to be dated fourteen (14) days prior to the sixty (60) day limit. Client will need to notify Management via email to starpark@txstate.edu once the pickup has been completed.

Client’s must notify Management at least thirty (30) days in advance of any process changes that would require biohazardous or medical waste disposal. Waste generation must not begin until approval has been received.

**Regulated Non-Hazardous Waste Disposal**

Clients are responsible for safe handling practices of all regulated non-hazardous waste and must comply with all federal, state and local regulations.

Non-hazardous regulated waste must be handled and disposed of as required by federal, state, or local regulations. If Client chooses to dispose of regulated non-hazardous waste in conjunction with hazardous waste, the regulated non-hazardous waste must be treated as hazardous waste for storage purposes in the HazMat building and all hazardous waste requirements will apply. If regulated non-hazardous waste is not treated as hazardous waste, the Client must contract with a regulated non-hazardous waste disposal vendor/company to ensure proper disposal.

Regulated non-hazardous waste disposal contracts or agreements must be provided to Management no more than thirty (30) days after move-in. Annual contract renewals must be provided at least fourteen (14) days prior to current contract expiration.

Clients must notify Management ninety (90) days in advance of any process that would generate non-
hazardous regulated waste. Generation of regulated waste should not begin until approval has been received from Management.

**Chapter 7 – Safety**

**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 and labs must post an emergency exit 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. Color printed copies of the emergency exit floor diagram can be requested via email to starpark@txstate.edu.

**Do not put yourself in danger.**

**Fire**

Know the nearest location of a fire alarm pull down station 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.

**All fires must be reported to Management as soon as possible.**

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.

Congregate outside the main building near the mailbox unit in the front parking lot. Client’s designated representative will report to management if all employees are accounted for and outside of the building. 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.

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/eyewash stations are in the research hall of the laboratory area and inside the HazMat building fence.

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.

From a safe area, call 911 and report the incident.

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 (3055 Hunter Road, San Marcos TX)
- 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 or clearly labeled as an emergency circuit.

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 uninterruptable 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 outside 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, and pooling water or puddles that could be energized by downed powerlines.

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

If you are unable to safely leave the building, shelter in place by immediately securing the area where you are located or finding 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**
You must stay in the secured area 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, distinctive markings such as tattoos or scars, 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.

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.

**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 by emailing **starpark@txstate.edu**.
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 exists, 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 if one is available. 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 regardless of training.

Bomb Threat
Upon receiving a bomb threat, immediately call 911. Tell the Police that you are reporting a bomb threat at Texas State STAR One. 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
- Kind of bomb
- 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/First Responders 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.

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

Service Fees

*Fees are subject to change without prior written notice.*

**Telecommunication Charges:** Installation/Disconnection of phone incurs a per line charge that is available by contacting Management, monthly fee including unlimited long distance and voicemail $15 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 or as posted

**Copies B/W and Color:** $0.06 per copy or as posted

**Facsimiles:** $0.06 per page or as posted

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

**Conference Room:** LCD projector, screen, whiteboard, and teleconference phone are available upon request and subject to availability at no charge. Other conference services may be available at an additional fee. See STAR Park website on Room Request tab

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

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

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

Biohazardous Waste Bags and Boxes: No additional charge

**Hazardous Waste Containers and labels:** Direct cost with our contracted vendor
Client Onboarding Checklist

1. Client Handbook
2. STAR Park Management
3. STAR Park Closures
4. Base Fee & Security Deposit
5. Proof of Insurance
6. Contact Lists
7. Company Info & Logo
8. Invoices
9. Late Fees
10. Client Employee Data Form
11. STAR One Access Form
12. Texas State NetID
13. Client Employee Onboarding
14. Client Employee Offboarding
15. Building Access & Keys
16. Right of Entry & Inspection
17. 48-hour Entry Notice
18. Signage & Trademark Usage
19. Exit Procedures
20. Mailbox & Packages
21. Telephone Services
22. Wired/Wireless Internet Services
23. Copiers/Printers (Networked)
24. STAR Park Website & Social Media
25. Custodial Services
26. Trash & Recycling
27. Pallets
28. Repairs & Maintenance
29. Furniture & Fixtures
30. Security and After-Hours Policy
31. Concealed Carry of Firearms
32. General Building Rules
33. Meeting Spaces
34. Conference Rooms
35. Break Rooms/Collaboration Areas
36. Parking
37. Space Alterations or Improvements
38. Chemical Release Form or Inventory
39. Safety Data Sheets
40. Hazardous Waste
41. Biohazardous Waste
42. Regulated Non-hazardous Waste
43. Wastewater & Process Wastewater Discharge
44. Process Change Notification
45. Lab Safety Program
46. Designated Safety Officer
47. Lab Safety Inspections
48. Fume Hood & Biosafety Cabinets
49. Building Emergency Procedures

I certify that I received a copy of the Client Handbook and will read it in its entirety. I understand I am responsible for adhering to all information outlined in the Client Handbook. If I have any questions or concerns, I will schedule an appointment with the STAR Park Business Manager.

Signature: ___________________________________________
Printed Name: _______________________________________
Title: _______________________________________________
Company Name: _____________________________________
Date: _______________________________________________

STAR Park
Signature: ___________________________________________
Floor Plan