



ERIE TECHNOLOGY INCUBATOR

at Gannon University

"Helping Grow Dynamic Enterprises"

Client Handbook

The Erie Technology Incubator holds to the strictest standards and ethics of confidentiality pertaining to both verbal and written communications. ETI also adheres to the protocol and policies of non-compete and non-replication.

Overview

ETI manages and operates 'business incubators,' providing start-up and emerging business enterprises with a supported step into the commercial business environment.

Business incubators are non-profit developments that provide a range of business services in a nurturing and supportive environment. Business incubators differ from other commercial property and serviced offices by specifically targeting start-up and emerging businesses and play an important role in the developmental and growth phase of a client's business life cycle.

Business incubators aim to reduce business failure by assisting businesses in the critical early stages, giving firms "breathing room" to learn from mistakes that might otherwise be fatal to the business. ETI assists this process by providing incubator clients with a number of on-site "value-added" business development services through ETI's "Gateway Program", e.g.:

- Provision of business diagnostic assessments by formal Business Development Reviews to help pinpoint and correct specific weaknesses in client business management and track the business development progress;
- Formal and informal business assistance and counseling from qualified Business Coaches including support for the business person (stress relief, risk management, motivation, etc.);
- Pro-active encouragement of interaction, networking and synergies between and amongst all on-site business owners, staff and outside business associations;
- Introductory subsidized access to professional business consultants;
- Matching clients with successful business mentors;
- Provision of related business seminars, workshops, interactive brainstorming sessions and product/service presentations;
- Subsidized access to sponsored business training courses and programs
- Analysis of core aspects of business management competencies to help entrepreneurial skills.
- Access to Gannon University's Small Business Development Center
- Access to building financing

All the above services are provided with a view to linking clients with professional business services and consultants in the local region that lead to on-going commercial and business building relationships.

Business incubators also assist new businesses by minimizing start-up overhead costs, thereby preserving scarce working capital that can be better employed developing initial sales, clients and customers.

Business incubators also differ from commercial property and services offices by requiring clients to "graduate" from the incubator when they reach a point in their business development where they will be viable outside the incubator (on average after 3 years). The emphasis on "graduation" is reinforced by a policy of implementing graduated rental increases as the business grows, to encourage business to seek accommodation options in more conventional commercial premises.

Business incubators foster a culture of entrepreneurship and help the development of skills to identify, assess and implement business opportunities, diversification and project development.

The ultimate goal of a business incubator is to develop sustainable jobs, generate client business profit and encourage technology development and innovation. As non-profit operations, business incubators reinvest surplus revenue into developing further business assistance projects.

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 - d. Additional Keys - \$5.00
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Environmental Matters

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1. ACCOMODATION SERVICES & FACILITIES

1A. CLIENT ACCOMODATION OPTIONS:

ETI offers both virtual and actual space lease. Actual space is the most desired relationship due to the assistance ETI can provide for the success of a business.

1B. Virtual office services (PHONE ANSWERING, MAIL, FAX & EMAIL ADDRESS SERVICE):

ETI offers home-based, mobile, field and trade businesses all the advantages of a professional serviced office without the additional accommodation costs. ETI 'virtual' clients can access all the ETI services and facilities for a low monthly fee.

1C. Virtual office services–Fee structure

All 'virtual' clients must phone ETI or personally collect messages, mail, goods, faxes, and e-mails unless redirection has been arranged. Other conditions apply (see Reception Services).

i. Establishment Fee

*\$60.00

ii. Standard Monthly Fee

*\$125.00

iii. Additional Services Fee

*\$5.00 per month per added service

The following are considered additional services:

- a. Take appointments in diary
- b. Dispatch goods (in bulk/regularly)
- c. Receipt monies
- d. Other services by agreement
- e. Redirect messages, mail (after completing U.S.P.S. form 1538), goods, faxes, e-mails to virtual clients addresses by arrangement

1D. Lease Terms

ETI offers month-to-month "lease terms", when needed, to help client cope with the uncertainty of establishing new business ventures. Most terms range from 1-3 years commitment with graduation by month 60.

1E. Resident Client Establishment Fee

\$60.00

i. Office Client License:

*by per use instance

ii. Virtual Client License:

*by per use instance

iii. Included in Establishment Fee:

a. Legal: Guidance to professionals who can assist with:

-License Agreements preparation and processing, intellectual property, patent, copyright, etc.

b. Administration:

-Processing application/preliminary entrance interview

-Rental services and facilities account establishment

-Program photocopy access

-Pigeon hole allocation

-Message carousel allocation

-Client business description list update

c. Room Preparation:

-Inventory

-Initial cleaning/ maintenance check

-Electricity supply/lighting

d. Phone:

-Install one phone line/connect phone

-Phone account details established

-PABX answering service programming

-Client phone list update

-Intercom connection (where available)

e. Keys (Cutting/Register/Supply):

-Premises (restricted to normal hours of operation)

f. Signage

-Directory board update

g. Induction Tour of ETI:

-Outline ETI procedure

-Familiarization of services and facilities

-Introduction to other clients

2. Accommodation Standards

2A. Guaranteed minimum standards for improved office space

- i. Room environment:** clean, non-hazardous
- ii. Electricity:** all spaces are equipped with 110/120 VAC outlets as per local code.
- iii. Lights:** full set of working globes guaranteed for first three months tenancy
- iv. Security:** doors with external locks, windows with internal latches
- v. Phones:** ETI Technology Incubator is equipped with a digital system which under certain circumstances a client may rent line usage of; however, it is encouraged that clients install their own.

- vi. **Keys:** one set of security keys / cards for each business principal to access the building entrances and one set of keys for each office. Security keys can only be copied by ETI staff and can be ordered through the Facility Manager (at clients cost of \$10.00 each / metal, \$25.00 each prox card.).

2B. Other services and facilities (if available)

- i. **Insect control** – fly screens on opening windows
- ii. **Air conditioning-** ducted to room or separate system
- iii. **Furniture-** available for sale or loan (if available)

2C. Additional furnishings, fittings, finishes, fixtures and renovations

Clients must pay all up-front costs of any additional furnishings, fittings, finishes, fixtures and renovations required. ETI may (if approved in writing) purchase additional furnishings, fittings, finishes or fixtures or reimburse the cost of renovations at an agreed depreciated cost at the expiry of tenancy, e.g.:

- iii. Light control window blinds, curtains, awnings, etc
- iv. Security security screens, additional locks etc
- v. Light Fittings replaced
- vi. Carpets repaired/replaced/installed
- vii. Walls removed/moved/repared
- viii. Renovations additional doors, shelving, partitioning, etc

2D. Renovations, Modifications

i. Improvements made by clients:

Clients may renovate their rooms to their own requirements if they abide by the following:

- a. Except with ETI's written consent, clients will not make any structural alterations nor add or remove fixtures nor interfere with any electrical installations on the premises.
- b. The client understands that ETI is simply renting the floor space and any fixed/permanent modifications and improvements (e.g.: partitions/carpets/shelving, etc.) made or undertaken must be made at the client's own expense and will, at ETI's discretion, become assets of ETI and must remain on site when the License Agreement expires or be removed and area restored to original condition.
- c. The client understands that they are responsible to meet, at their cost, all occupational health and safety regulations applicable (especially OSHA building regulations) pertaining to any improvements or changes that they make or undertake to their licensed area.
- d. ETI makes no representation about the acceptability of the premises for client compliance with Occupational Safety & Health Administration requirements and such compliance is client responsibility.
- e. Clients accept the Licensed Area in its current condition at the time of signing the agreement.
- f. Client must provide any and all renovation plans for the acceptance of the ETI management.

2E. Painting

Clients can paint their licensed area after conferring with ETI Building Services Manager to ensure the proposed color scheme is compatible with the rest of the common areas.

2F. Timeframe Expectations

Timeframe expectations regarding ETI's responsibility for installation of services and the coordination and completion of repairs, modifications and renovations should be referred to the Facilities Manager for clarification.

2G. Access to Building

Clients have access to the building 24 hours a day, seven days a week, 365 days a year.

2H. Adjustment of Accommodations

ETI can flexibly adjust (increase or decrease) accommodation needs at short notice to suit client's business growth fluctuations (including from virtual to real tenancy).

2I. Client Graduation

In concert with the philosophy of business incubation, clients are referred to the ETI Client Entry and Exit Policies regarding criteria for entry, terms of occupancy and 'graduation' determinations.

2J. Personal Belongings

Clients are requested to store all personal belongings in their licensed area unless alternative arrangements have been made with ETI management.

2K. After Hours Security

Clients using the buildings outside of normal business hours (Monday - Friday, 8:00 am – 5:30 pm) are responsible for security when entering and leaving the building (e.g.:: lock all external doors and windows). If you have guests visiting ETI after business hours, please meet your visitors at the front door and lock external doors behind you. Do NOT leave doors propped open after hours!

2L. Security Patrols

Gannon University Security 814-871-7690

2M. Security Systems

Entrance Key Cards and ID badges. ID badges are to be worn at all times. No exceptions.

2N. Keys

Clients are issued one set of security keys / cards for each business principal to access the building entrances and one set of keys for each office. Building entrance keys are security keys and can be copied only by ETI staff. Additional keys can be ordered through the Facilities Manager (at your cost). Each client has a mutual security safeguard responsibility with entry keys to the building. Please DO NOT put identity tags on these keys. Loss of keys is to be reported to ETI within 24 hours. Clients are responsible for any costs arising from the loss of any security keys that result in the need to replace locks to all entrances and your office and of replacement keys for all entrance key holders. It is not permitted to alter/change existing locks without direct permission from ETI Executive Director.

2O. Smoking

Smoking is strictly prohibited in ALL ETI buildings or the patio.

2P. Payment of Accounts

The payments of client's ETI accounts are due the first day of each new month (e.g.;; license fees, all costs, outgoings, fee for service costs of user pay services and facilities and other moneys payable as per monthly invoice).

2Q. Financial Difficulty

Clients who are experiencing financial difficulty in their business that is likely to affect due payment of ETI accounts are encouraged to speak to ETI Division Director as soon as the problem is anticipated (e.g.;; before the account is due).

2R. Interest Charges on Overdue Accounts

Interest will be charged on overdue accounts at a rate of 10% compounded per month.

3. Reception Services & Facilities

3A: Receptionist

ETI front desk reception is staffed during business hours by the ETI client services coordinator or casual relief staff.

3B: Reception Services

Front desk reception services are provided between 9:00am and 4:30 pm, Monday to Friday (excluding Public/ETI holidays and the period between Christmas and the New Year) for the collective clients accommodated at ETI. Services include:

- i. Phone answering in your business name and message taking;
- ii. After hours message taking (if your phones are a part of the ETI PABX system) on our voice mail system;
- iii. Client and public paging service (over ETI phone system only);
- iv. Reception waiting and display area;
- v. Client greeting and direction;
- vi. Receipt and dispatch of client goods if client has signed a user agreement absolving ETI from any liability arising out of receiving said goods;
- vii. Daily receipt and dispatch of client mail (upon completion of U.S.P.S form #3801);
- viii. Photocopy/fax equipment trouble-shooting;
- ix. Meeting/conference room bookings;
- x. Kitchen/toilet supply and housekeeping needs;
- xi. Building maintenance problems-needs reporting;
- xii. Document binding and secretarial services on request (scheduled) and as regular duties permit.

3C: Pigeonhole

Each client is allocated a pigeonhole adjacent the reception area for client correspondence. We advise you check this on a daily basis as your mail, faxes, memos, notices and other items are placed in these boxes as they arrive. You will be notified either by phone or by e-mail when faxes arrive.

3D: Mail

The mail is usually delivered by midday, although the times vary. Mail is sorted and placed in your pigeonhole on arrival. Outgoing mail should be placed in the mail tray by 2pm to catch the day's mail dispatch. Please ensure outgoing mail is properly addressed and stamped.

3E: Goods Handling

Goods Receipt:

Reception staff will accept and sign delivery dockets for goods and parcels **delivered to reception**. You will be notified either by phone or by e-mail when goods arrive. Please notify reception staff if you are expecting urgent deliveries. Goods must be picked up on the day of the delivery, as ETI will not be responsible for goods left overnight.

Goods Dispatch:

Outgoing parcels and deliveries can be left with reception staff to pass on to couriers (on the day of dispatch). Clients must notify the courier of the pick up arrangements and fill in all appropriate paperwork prior to courier pick up. **Reception staff will not handle money or payments of any kind for goods receipt/dispatch** or move goods to client's rooms.

3F: Client Returning Time Sheet

Client returning time sheet: if you are leaving the building (even for 5 minutes), please fill out the client returning time sheet at reception or contact reception and let them know.

3G: Account/Tenancy Management

Clients are encouraged to direct any ETI account or tenancy management queries, issues, or problems to ETI Facilities Manager. He/She will organize the responsible staff member to contact you and attend to the matter.

3H: Account Paying Facilities

Please see Fiscal Manager.

3I: Reception NOs

We remind you that **ETI receptionists will NOT conduct business on your behalf**, e.g.:

- i. Dealing with your clients on specific matters or details relating to your business;
- ii. Screening calls to select particular incoming call for transfer to your office while taking messages for others;
- iii. Making phone calls on your behalf;
- iv. Taking sales orders or complex instructions over the phone, or
- vi. Presenting samples of products or services of your business to customers.

3J: Reception Phone Answering and Message Taking

- i. ETI: phone answering and message taking service is only available when:
 - a. Your office is unattended; OR
 - b. You are otherwise unable to personally answer your phone, e.g., if you are:
 - o In a meeting
 - o On another call
 - o Engaged in "hands-on" activity that you can't leave immediately.

3K: Informing Reception of Whereabouts

In the above instances, please let the receptionist know:

- When you are diverting your calls
- How long and why you will be unavailable

This will enable us to reliably inform your callers of your subsequent availability and confidently answer inquires regarding return calls.

Clients are requested not to leave their phones on permanent diversion to reception while in their office.

3L: Reception Answering Your Calls

ETI reception staff will answer your unattended or diverted calls and:

- note the caller's name,
- note the business organization or contact name,

- note the return number or contact address,
- take a brief message regarding the purpose of the call (and place it in the reception message carousel)

3M: Unanswered Calls and Line Busy

If you are out of the building, ETI reception staff will (at your request) divert incoming calls to your mobile or alternate outside numbers. If you are going to leave the building, you can program your own office phone to divert incoming calls to your mobile or another outside number (e.g.: home). ETI can also program diversions from the central reception. Note: The costs of diverted calls are charged to your account.

3N: After Hours Phone Answering and Message Taking

A voice mail system will answer all calls (on the ETI system) after hours from diverted or unanswered client phones. ETI staff checks messages first thing each morning and notifies clients of messages.

4. Ancillary Accommodation Services & Facilities

4A: Access to Electricity Supply

Clients may have reasonable access to the electrical outlets available in your Licensed Area provided that you use the electricity for the business conducted by you within the premises. Temporary access to power outlets outside your licensed area can be arranged with ETI Facilities Manager at a negotiated rate.

4B: Electricity Supply Metered Sites- Fee Structure

Electricity for un-metered rooms is included in the rental fee.

4C: Connection and Installation of Electricity Services and Metering

The client is to pay all costs for connection and installation of electricity services and metering where required. These facilities are to remain the property of ETI or to be removed at termination of lease (to be determined on an individual basis).

4D: Metered Electricity Charges

Will be the cost of the client as per contractor and service provider charges.

4E: Installing Additional Double Power Points in Offices

Will be the cost of the client as per contractor and service provider charges.

4F: Access to Power Outlets Outside Licensed Areas

To be arranged with ETI Facilities Manager.

4G: Energy Conservation

In the interests of conservation of energy we encourage clients to turn off the lights and appliances in your office or workplace when you are out. If you have been working outside business hours, please ensure only official security lights are left on as you leave the premises.

4H: Meeting and Conference Rooms

These facilities are available to all ETI clients. Bookings can be made at reception. Note: limits apply.

4I: Fee Structure

Negotiable.

4J: Clients

Office clients (tenants) have use of the conference rooms and facilities at no cost for up to a total of **8 hours per month**.

Use of these facilities beyond the allocated hours will be billed at the rate of \$10.00 per additional hour.

Special Notes:

- ❑ Hours are non-cumulative from one month to the next.
- ❑ Hours are nontransferable from one client to another.
- ❑ Rooms must be booked and will be locked when not in use.
- ❑ Clients must collect a key from client coordinator to access the conference rooms.
- ❑ Clients must provide their own tea and coffee supplies for their meetings/workshops, etc.
- ❑ Clients must clean up and remove all trash and belongings.

4K: External Clients

Conference rooms are available in varying sizes. Rates are as follows: \$16.50 to \$35.00 per hour. Note: one hour is the minimum charge.

**Erie Technology Incubator
Charged for Ancillary Services
(Day Rates = 7 Hours of Use)**

ROOM/S	CLIENT (Past Contract Hrs.)	NON-CLIENT
Conf #1	\$25.00	\$75.00
Conf #2	\$25.00	\$175.00
Conf #3	\$50.00	\$ 75.00
Conf #1&2	\$75.00	\$210.00
Conf #3&2	\$75.00	\$210.00
Conf #1,2&3	\$100.00	\$250.00
Projector	\$10.00	\$45.00
Screen	\$10.00	\$25.00
Reception Coverage	\$25.00 / hr.	\$50.00 / hr.
Kitchen Use	Clean Up	\$75.00
		Less than day rate Negotiable

4L: Audio Visual Presentation Equipment

This equipment is usually associated with the main conference room. However, in each building, however they are available for use in your licensed area within reason. Bookings can be made with the client coordinator. Use of communication equipment by clients is included in the conference room fee per negotiated rates for conference room usage except for long distance rates which will be charged back to client.

4M: Fee Structure for Non Clients

See chart under 4K.

4N: Television

N/C – up to 8 hours per month / \$5.00 per hour after

4O: Video

N/C – up to 8 hours per month / \$15.00 per hour after

4P: Overhead Projector, Whiteboard and Markers Flipchart Holder

N/C – up to three times per month (flipcharts available @ cost).

4Q: Kitchen and Associated Facilities and Supplies

Tea, coffee, sugar and milk (a limited daily supply) and the kitchen facilities (eg: the microwave ovens and fridges) are provided for ETI incubator tenants only (tenants' customers can access these facilities within reason). Cleanliness of the communal kitchen is each client's responsibility.

NOTE: Each Friday the refrigerator will be arbitrarily cleaned out.
Only items labeled "save" and a clients name included will be saved.

4R: Climate Control Services

ETI is equipped with new state of the art central heating and air conditional units. Please use this service in a conservatory manner.

4S: Waste Removal

Facilities are available for non-industrial waste removal and recycling of quality paper, cardboard, glass, cans and plastics. These facilities are located in the fenced in area where the dumpsters are located. Clients are required to remove their own trash and recyclables. Clients are encouraged to place recyclables in the appropriately marked containers.

4T: Bathroom Facilities

Please be aware of cleanliness in these areas. Report any problems to Facilities Manager.

4U: Phone Books

Copies of phone books are found throughout the building. We ask that you return them to where you found them.

4V: Local Newspapers

ETI provides a copy of the local papers and also the Erie Times News for clients to peruse in the main reception area. Please do not remove them or tear out items unless you first ask ETI staff.

4W: Furniture Loan

Short-term furniture loan (when available)

4X: Incidental Office Equipment

Incidental office equipment (guillotine, paper shredder): ETI provides these services for clients to use themselves. ETI accepts no responsibility for missing fingers.

4Y: Incidental Equipment

Vacuum cleaner/ladder, etc.: These resources are available for use within the premises (book through reception).

4Z: Signage

Each client business is provided with one sign on the sign directory at the building entrance and a doorplate sign for their licensed area. Extra signs can be arranged at cost. No signs are to be placed on external ETI buildings

4AA: Car Parking

Car parking is provided either at public meters or by monthly permit in area parking garages.

4BB: Cleaning of Common Areas

Management organizes cleaning of all common areas within the premises. Clients are responsible for cleaning their own licensed area. However, ETI can arrange cleaning of client's offices when requested (a separate cleaning charge will be levied). We encouraged all clients to keep common areas and the grounds clean and tidy.

4CC: Building Services Management

ETI's Facilities Manager is responsible for organizing and supervising building services and facilities upkeep, repairs and maintenance.

4DD: Building Repairs and Management

If you notice any problems, faults or hazardous situations, please refer these to the Facilities Manager who will log notification and forward it to the repair entity to organize the appropriate work. Tasks for attention are prioritized and where possible will be rectified ASAP. When problems directly affect clients, they will be notified of the action to be taken and the timeframe considerations to rectify the problem.

Modifications and refurbishment work is subject to ETI approval and individual arrangements.

4EE: Building Insurances

ETI covers costs of structure, not contents. Clients must carry appropriate liability and contents coverage. (Please see client coordinator for details).

4FF: Fire Protection

ETI maintains fire protection equipment and systems. Fire equipment locations are displayed throughout each building. Clients should familiarize themselves of these locations and exits, as required by OSHA. All buildings have a mix of heat detectors and smoke alarms. Fire drills will be conducted twice per year. It is mandatory for all clients to participate.

4GG: Pest Control

Clients are encouraged to notify Facility Manager of any insect or vermin problems. ETI policy is to provide traps as appropriate and/or engage the services of qualified environmentally friendly exterminators. ETI discourages the use of toxic products for this purpose.

4HH: Gardening and Grounds Maintenance

Garden and grounds are maintained on an "as required" basis, organized by the Facilities Manager.

4II: General Rates, Land Tax and Water Sewage Rates

These costs are covered by ETI and form a component of the license fee.

4JJ: Building Intelligence & Emergency Systems

The Facilities Manager oversees power circuitry, water utilities, key/lock systems, exit/evacuation systems/facilities, etc.

4KK: Tours

To schedule tours of either the ETI campus or areas outside of your respective area/s, please contact Facilities Manager to arrange.

4LL: Pets

Tenant is prohibited from bringing or having any dog, cat, bird, fish, reptile, pet or other animal in, on, or around the Leased Premises at any time, whether during normal business hours or outside of normal business hours, for any reason.”

5. Client Paid Services & Facilities

5A. ETI Communication Services

Clients are provided with access to telecommunication services through the ETI system, at a negotiated rate. If you require any assistance programming your phone please talk to the ETI Facility Manager.

5B. Communication Services- Fee Structure

As per customer need.

5C. Phone Calls:

Long distance and international calls will be charged monthly.

5D. Call Diversion: (Call forwarding by receptionist)

Monthly charge / \$15.00 per month

5E. Monthly Line Rental:

Dictated by service provider

5F. Monthly Infrastructure Rental:

Case by case basis – negotiable

5G. Relocation of Phone Line in Building:

\$60.00 per hour plus hardware

5H. Monthly Handset Rental:

If arranged through ETI system – straight charge

If through external vendor – vendor charge only

5I. Conference Calls:

Service provider rate only

5J. Recorded Voice Announcement (RVA):

Service provider rate only

5K. Additional Phone Line Installation:

\$60.00 per hour plus hardware

5L. Facsimile Services Fee Structure

Access to fax machine is located in Work-Media area near reception. Phone charges only apply (up to 5 faxes per month, up to 50 sheets total per month).

5M. Transmission

Transmission fees will be charged directly in accordance with service provider charges.

5N. Receiving

Receiving will be charged at .10 per sheet.

5O. Client Owned Telephones:

Clients wishing to install independent services rather than use the ETI system will be subject to the following policies:

5P. Independent Phone Services

- iv. An “Infrastructure Rental” will be levied to clients using ETI telecommunications infrastructure past the point that Verizon connects their line to the building’s telecommunications main distribution frame (MDF) ie: all infrastructure past the “A Vertical” point on the MDF to the outlet in your room.
- v. All work on ETI’s telecommunications infrastructure is to be carried out by the ETI’s preferred installer. No independent installer is to work past the “A Vertical” point on the MDF without ETI written consent.
- vi. If client installs a totally independent system they are responsible for ALL costs generated by such and any alterations to the ETI Incubator structure.

5Q. Facsimile Services

Sending a fax: instructions are displayed adjacent to the fax machine.

ETI’s fax number is 814-459-6137

When giving this number out, please remind your clients to clearly mark your faxes with your name. Incoming faxes are placed in your pigeonhole and an e-mail from reception will notify you of a new fax. Faxes are recorded for monthly invoicing. Unidentified faxes will be placed in a folder next to the fax machine; check it regularly.

5R. Non-Clients

Non-Client use of the fax machine is discouraged, but when necessary and pre-approved – see fee structure below.

5S. Photocopier Services

The main photocopiers are located near the main reception. If you are not sure how to drive it, ask ETI staff to assist you. If you use your own paper, you must check with ETI staff that it meets the specifications for the machine. Use only approved CANON transparencies in the machine.

5T. Photocopier Services- Fee Structure

Photocopying is charged monthly, based on the number of copies made per month.

i. Clients

<u>Copies per month</u>	<u>Per Copy (B/W)</u>
1-100	.00 per copy
101-1000	.06 per copy
1001-2000	.05 per copy

2001+	negotiable
Color 1+	.40 per side (clients only)

ii. Non-Clients

<u>Copies</u>	<u>Per Copy (B/W)</u>
	.25 per copy

5U. Document Binding & Laminating

ETI reception staff can organize document binding and/or laminating on request. These services may take a little time to complete.

5V. Document Binding & Laminating Fee Structure

- i. Document Binding - Negotiable per job
- ii. Laminating - \$.50 per sheet – letter
\$.65 per sheet - legal
- iii. Plastic Sleeves - \$.10 per sleeve
- iv. Transparencies - \$.25 per sheet
- v. Computer Disks - \$.50 per disk

5W. IT Equipment (Computers, Printers, etc.)

ETI reception staff can organize bookings in advance on request.

5X. IT Equipment- Fee Structure

Negotiated per instance.

5Y. Personal Computer Use

N/A

5Z. Laser Printing

N/A

5AA. IT Support and/or Service

Negotiable

5BB. Stationary Supplies

ETI also stocks a limited range of essential stationary requirements, postage stamps and envelopes. See reception staff.

i. Stationary Supplies- Fee Structure (All the following supplies are “on emergency Basis only”)

- a Envelopes (letter) - \$.10
- b. Express Mail – per USPS rate
- c. Envelopes (legal) - \$.20
- d. Express Mail Satchels – per USPS rate

- e. Stamps/Post Boxes – per USPS rate
 - f. A4 paper (ream) - \$3.00
 - g. A3 paper (ream) - \$3.50
 - h. Labels – per type/size- ask receptionist
 - i. Manila Folders - \$.08
- ii. Clerical Support Services**
- a. Secretarial Service - \$16.00/hr
 - b. Word Processing - \$16.00/hr
 - c. Bookkeeping Services - \$18.50/hr
 - d. Additional Keys - \$10.00 metal/ \$25.00 electronic
 - e. Courier Services – per charge
 - f. Office Cleaning - \$25.00/hr

ENVIRONMENTAL MATTERS

1. Tenant shall not (either with or without negligence) cause or permit the escape, disposal or release of any hazardous or toxic substances in, on or under the Leased Premises, except in compliance with all Environmental Rules applicable to the Leased Premises, now in effect or hereafter enacted. Tenant covenants and agrees that the Leased Premises, at all times during its use and occupancy thereof shall be kept and maintained so as to comply with all Environmental Rules applicable to the Leased Premises, pertaining to the use, storage and disposal of all Hazardous Substances.

2. Tenant agrees not to conduct or allow any activity on the leased premises which shall constitute a nuisance, or the noise or odor from which shall not be customary and acceptable in office space. Similarly, Tenant shall take such steps as necessary impacts other tenants, visitors or users of the facility.

3. Landlord or Tenant, as the case may be ("Indemnifying Party"), agrees to indemnify, defend and hold harmless the other ("Indemnified Party"), including its officers, employees, shareholders and agents from any claims, judgments, damages, penalties, fines, costs, liabilities (including sums paid in settlement of claims) or loss including attorneys' fees, consultant fees and expert fees which arise during or after the Term of this Lease from or in connection with the presence or suspected presence of toxic or hazardous substances on or under the Leased Premises to the extent the toxic or hazardous substances are present, caused by Indemnifying Party and not a result of the actions of Indemnified Party, its officers, employees and its agents. Without limiting the foregoing, the indemnification provided by this paragraph shall specifically cover costs incurred in connection with any investigation of site conditions or any clean-up, remedial, removal or restoration work required by any federal, state or local governmental agency or political subdivision thereof. The foregoing indemnity shall survive the expiration or early termination of this Lease.