



Tenant Manual

Revised May 2018

A home for Rapid City's innovators and creators, Ascent Innovation is committed to offering quality, affordable space to attract start-ups and businesses with growth potential, as well as student skill development. Within the Center a full range of business services are provided free or at low cost through sharing. The facility offers office, lab and light manufacturing space for lease.

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

Vision

To be the location and resource for researchers, entrepreneurs and innovators creating high-skill jobs by launching, growing or expanding innovation-driven companies in South Dakota.

Mission

To foster economic development by:

- Facilitating the creation of the physical infrastructure necessary to support creation and attraction of research and innovation-based businesses
- Growing university research capacity, resources, and talent
- Connecting these core university activities with private sector resources and companies
- Fostering entrepreneurship and commercialization through a robust incubation program

Executive Director

Terri Haverly
Office: (605) 716-0003
Mobile (605) 390-4616
Email: terri@ascent-innovation.com

Address:

525 University Loop, Suite 100
Rapid City, SD 57701

Website:

www.ASCENT-INNOVATION.COM

Hours of Operation and Security

Ascent Innovation is open and staffed from 8:00 a.m. and 5:00 p.m., Monday through Friday excluding Federal Holidays. The main entrance of Ascent is open only during normal hours of operation and all entrances are to remain locked any time outside of these hours. All tenant companies are provided exterior individual keycard entry and suite keys and have unlimited access to their suites. Tenant suites are uniquely keyed and lockable for Tenant security. Tenants are responsible for maintaining the security of their individual spaces. Tenants who lose keys are responsible for the cost of any required re-keying and/or cost of key.

Support Services

Technical Support

All technical support issues related to Ascent office equipment, the Ascent telephone system or the Ascent data network should be reported to the Executive Director. Ascent staff provides the first level of support on the above items. If necessary, Ascent staff will coordinate repairs and service with outside vendors. Tenants are responsible for all technical support and service issues for non-Ascent services and equipment.

Mailboxes

Tenant mailboxes are located on the corridor wall across from the breakroom. Mail is usually delivered between 11 a.m. and 2 p.m. The Executive Director will assign you a suite number that must be part of your address.

Packaging and Shipping

Packaging and Shipping materials for Federal Express and UPS are available in the workroom. Federal Express and UPS will pick up packages if contacted.

All couriers are sent directly to Ascent offices and staff will sign for your package. Notifications of packages are indicated on the board above the mailboxes and you will be required to sign for them. Please notify the Executive Director of any special shipments or deliveries.

Notary Service

Ascent Innovation and the Rapid City Economic Development Partnership has a Notary Public. This service is provided at no charge.

Signage

All signage is provided by Ascent. No additional Tenant signage is permitted unless approved by the Executive Director. Please provide a high-resolution image of your company logo to the Executive Director.

Parking

Permission must be provided for overnight parking. The Executive Director will provide full time employees of Ascent a parking permit for our appropriate area. Vehicles not displaying the parking permit may be towed.

Parking procedures:

Please park along the **retaining wall side** of the building or at the **back entrance**. If these areas are full, parking in the front parking lot is permitted however **VISITORS** have priority in this area so do not park along the sidewalk.

Remember:

- The speed limit on the campus is 15 miles per hour. Pedestrians have the right of way at all times.
- A complete stop is required at all stop signs.
- Unauthorized removal or passing of road barricades will constitute a violation.

Specific regulations regarding other campus parking should be reviewed at:

<http://www.sdsmt.edu/services/facilities/park8-17.htm>

Janitorial Services

Service for common areas is provided by Ascent and will provide garbage containers in the common areas. Tenants are responsible for maintaining their leased space. There is a dumpster located in the parking lot-do not use other SDSM&T dumpsters. A vacuum cleaner for Tenant use is also located in the Janitor's closet. Tenants wishing to contract for janitorial services should contact the Executive Director for assistance.

Property Maintenance

Upkeep of the Ascent Innovation facility is provided by management. If you notice any problems in the facility such as leaks or HVAC problems, please report these to the Executive Director.

Meeting Rooms

Meeting rooms may be used by making a reservation on Incutrack. Please see the Executive Director for login procedures. The rooms are reserved on a first-come, first-served basis. The meeting rooms must be left clean and ready for the next appointment. Audio/visual equipment is available in the boardroom, including a conference phone and projector. A second projector is available and may be scheduled by contacting the Executive Director.

Use of the Board Room or the Conference Room may include a fee for non-residents.

- The Board room has a capacity of 50 people.
- The Conference room has a capacity of 15.

After Hours Use

To use the Ascent meeting rooms after normal business hours, please make arrangements with the Ascent staff.

Break Room

The break room provides residents with the opportunity for networking and informal discussions, an important aspect of the incubator experience. A bulletin board announcing incubator programs and opportunities for residents such as grant solicitations, seminars and workshops, special events, etc. is also located here.

Ascent provides coffee for all its Tenants. Please report any problems to the Executive Director. The refrigerator may be used by any Tenant and you are asked to periodically check for food that may have been forgotten. Please discard your trash in the receptacles provided.

Telephone System

Ascent uses the Golden West Technologies Mitel system. Your business will be assigned various direct in dial (DID) numbers that utilize the phone system. Please see the Executive Director for different numbers and the appropriate reference points.

Network Infrastructure

IT Support

Ascent is provided the same IT support that SDSM&T provides to its campus community for wireless access. All providers have access points in the Ascent server room. Tenants will be responsible for purchasing all hardware and software for connectivity.

Shared Equipment

The following equipment is available for general use:

- color copier/scanner
- fax machine
- conference phone
- projector
- document shredder
- hand cart

- paper-cutter, hole punch, heavy-duty stapler, etc.

There may be fee-for-service charge for use of some of the office equipment. The copier and long distance faxes require access codes. Check with the Executive Director for account numbers and assistance.

Operation of Equipment

FAX Machine

The shared FAX number is **(605) 343-1916**. Tenants are only responsible for long distances charges. The FAX machine uses the same long distance codes as the telephone system (assigned by Executive Director). No code is needed for local calls. To send a local fax, simply enter the number. For long distance faxes, after you press the “dial” button, you’ll hear a tone letting you know to enter your 3-digit code. Dial 1, dial area code, phone number and push pause button, then start.

Toshiba 3540 Color Copier in Workroom

The 3540 is a network printer, scanner, and copier.

Copier/Printer Procedures

To copy:

- * Enter your access code
- * Insert document face up
- * Select number of copies and any other functions needed (sorting, color, staples, letter size)
- * Press Start

To print from your PC

- * Ascent staff needs to install a print driver on your PC.

Scanning Procedures

To scan:

- * Press the scan button
- * Insert document face up
- * Select Scan-to-Email
- * Select Email destination; PRESS RETURN
- * NOTE: Select EDIT button before pressing ENTER to change multiple settings--ie: b-w to color; scan 2 sided documents; change resolution, etc.
- * Press ENTER; PRESS SCAN

To retrieve your scanned document:

- * Go to your PC
- * Check your email

Business Development Services

Mentoring

All Tenants are provided an opportunity to work with individual mentors on an as needed basis. Mentor assistance can be augmented by other resource providers such as local business leaders and economic development professionals. Contact the Executive Director for information and help to coordinate your needs.

Business Consulting

Members of the Advisory Board and partner organizations such as the Small Business Administration and the Small Business Development Center (SBDC) provide consulting and advice in the following areas:

1. Marketing
2. Accounting

3. Human resources
4. Finance
5. Insurance

Professional Services Network

Ascent staff serves as the basis for a professional network to connect tenants with the following services:

1. Marketing
2. Accounting
3. Human Resources
4. Legal Advice
5. Other

Equity Funding Assistance

With partners, Ascent helps Angel Investor/Venture Capital forums and seminars to:

1. Educate Tenants on the role of equity funding
2. Educate potential angel investors on investing process
3. Provide opportunities for Tenants to present business to Angel/Venture Capital investors

Grant Funding Assistance

Partnering with the Governor's Office of Economic Development, South Dakota Small Business Innovation Research (SBIR) Center and the South Dakota Experimental Program to Stimulate Competitive Research (EPSCoR) Program, Ascent helps identify potential grant funding sources for research and product development in coordination with these offices at the South Dakota Small Business Development Center at the University of South Dakota.

Connecting Tenants and Postsecondary Students

Ascent partners with the SD School of Mines & Technology, Western Dakota Tech, the Governor's Office of Commercialization, and the Regents programs to assist Tenants in establishing internship programs.

Public Relations

Member Company Information

Upon moving into Ascent Innovation, tenants will be asked to complete a member company information form. This information will be used to compile resident portfolio information to potential investors and business professionals. It will also be provided to the Executive Director and website to keep the community abreast of activities.

Press Releases/Announcements

Periodically, Ascent will ask you for additional information for use in press releases issued by it. Examples are:

- When a new resident moves into the incubator
- When a resident is awarded major venture funding or a grant
- When a resident graduates

Residents will be given the authority to review all press releases that mention their companies prior to their release to the media.

Promotional Information/Storage

Each resident will be provided space in the reception area to display company promotional material, such as a brochure, fact sheet, or business cards. Companies will also be provided with a sign to display the name of their companies outside their offices.

Ascent Innovation Tenant Graduation Policy

Benchmarks for Graduation from the Program are:

1. TENANT has employed twenty-five (25) or more employees to work at the Premises; or
2. TENANT'S need for rentable area equals or exceeds 5,000 square feet; or
3. Sixty percent (60%) or more of the TENANT'S revenues are derived from consulting by the TENANT; or
4. The expiration of three (3) years from the Commencement Date of the initial lease or a maximum of two one-year extensions.

Graduation Procedures

- All office and mailbox keys as well as proxy cards must be returned to the Executive Director. Failure to do so will result in Tenant being assessed a cost of re-keying all affected locks.
- A list of all employees must be furnished to the Executive Director.
- All suites must be returned to original condition. Restoration costs including, but not limited to, painting and carpet cleaning may be withheld from rent deposit.
- All Tenants must provide a forwarding address and complete a forwarding order for the Post Office. Forms are available from the Executive Director.
- All Tenants must provide information on telephone service provider to ensure proper transfer of Published Numbers.

Ascent Innovation Policies

Right of Entry

Tenant agrees that Ascent's representatives shall have the right to enter all parts of the premises, upon reasonable advance notice and at all reasonable hours, to inspect, test, clean, make repairs, alterations, and additions to the building or the premises that it may deem necessary or desirable or to provide any service which it is obligated to furnish Tenants of the building.

Conduct/Prohibited Activity

Residents should provide reasonable cooperation with the Executive Director and other residents in abiding by the following:

1. The sidewalks, entrances, and hallways in common areas shall not be obstructed by any resident or used for any purpose other than entering and exiting unless they are being used as temporary moving routes.
2. Toilets, sinks, and other plumbing fixtures will be used responsibly and for their intended purposes. No coffee grounds, food, paper towels, or other non-intended substances shall be flushed or washed down drains. All damages resulting from misuse of plumbing fixtures shall be borne by the resident who has caused the damage.
3. Smoking is prohibited inside the building and anywhere on the SDSM&T campus.
4. If a resident is having a problem with or sees a broken plumbing fixture, it should be reported to the center Executive Director, so it can be fixed promptly.
5. Loud or unusual noises or odors will not be permitted in a resident's space if it is offensive or disruptive to the other residents in the center. Noise levels created by machinery must not exceed a limit of 85 decibels.
6. Cooking should be limited to the break room. For the care and maintenance of the kitchen equipment, clean any spills in the microwave after each use, and do not leave any expired or aged food or beverage products in the refrigerator. It is recommended that residents label food, beverages, and condiments stored in the refrigerator with their name.
7. The South Dakota Board of Regents has established the policy stating the possession or consumption of any alcoholic beverage is prohibited in any building or in any area on the campus of the South Dakota School of Mines and Technology. No firearms, intoxicating drugs, explosives, fireworks, alcoholic beverages, flammable, radioactive, or potentially contagious/hazardous materials will be permitted in the Center without prior disclosure and specific written permission for the Executive Director.
8. Follow the South Dakota School of Mines & Technology procedures when a bomb threat occurs on campus or when a fire is discovered on campus. Campus rules are also followed regarding snow days and closure.
9. Subletting is not allowed. Should a resident engage in subletting of any kind, there will be an immediate termination of the lease agreement. If a resident has excessive unused space, the resident should inform the Executive Director and accommodations will be made to remedy this situation.
10. Leased premises shall not be used for lodging.
11. Residents are responsible for the purchase of insurance to protect their property and employees. All residents are required to have both liability insurance and workers compensation insurance as specified in their lease agreements.
12. A sign will be provided by the Center for outside each resident's door.
13. Any alterations to an office must be made at the resident's expense and must be approved by the Executive Director in advance of the alteration.
14. Residents should maintain and repair their leased suites. All costs for outstanding repairs beyond normal wear and tear are the responsibility of the Resident.
15. Residents must use space for the purpose specified in their lease agreements. Residents shall conduct no unlawful trade, business, or occupation. Residents should obtain all necessary licenses and permits, and comply with all laws and regulations.

16. Actions or behaviors made by Residents that the Executive Director deems damaging to the image or reputation of the Center will be cause for the immediate termination of the lease agreement and eviction from the Center.
17. Policy against Harassment- Ascent Innovation does not tolerate harassment of any of our employees, applicants, vendors or customers, and our policy is to maintain a working environment free from harassment. Any form of harassment related to an individual's race, color, sex/gender (including same sex), religion, age, national origin, handicap, disability, veteran status or any other protected category is a violation of this policy and will be treated as a disciplinary matter. For these purposes, the term "harassment" includes:
 - Offensive remarks, negative stereotyping, comments, jokes or slurs, or other verbal or non-verbal conduct, pertaining to or showing hostility towards a person because of his or her race, color, sex/gender, religion, etc.;
 - Offensive sexual remarks, sexual advances, flirtations, propositions, requests for sexual favors or other verbal or non-verbal conduct of a sexual nature regardless of the gender of the individuals involved;
 - Unwelcome or offensive physical conduct, including touching, regardless of the gender of the individuals involved;
 - Display of offensive pictures, drawings or photographs or other communications, including e-mail;
 - Threatening reprisals for an employee's refusal to "cooperate" or respond favorably to sexual advances, requests for sexual favors or for reporting a violation of this policy; and
 - Otherwise threatening, intimidating or hostile acts.

Fire Extinguisher Location

There are two fire extinguishers in the facility. One is located by the front restrooms and the second in the resident's hallway. Additionally, each leased space may have an extinguisher at the lessee's expense.

Tornado Warning

A tornado warning means that a tornado has been spotted in or near Pennington County. Personnel must stay alert to any sudden changes in weather conditions or weather announcements and be prepared to seek shelter immediately. Personnel should stay away from the windows as much as possible. The Ascent staff will monitor conditions for any changes. If a tornado has been spotted in close proximity during normal operations, all building occupants should move away from all windows and take shelter immediately. All non-essential activities will stop until the danger has passed and "All Clear" has been announced.

Alarm System

For your personal safety and the protection of your property, re-entry to the building after regular hours of operation will require residents and their employees to use the security keypad. Residents must submit a completed security request form to the Executive Director who in turn will train each employer on the system. As a user of the system, you will be assigned an access code which is used to arm and disarm the partition(s) to which they are assigned. Your access code may not allow you to access certain system functions. You must notify the Executive Director of any employment changes.

The use of keys and security codes by anyone other than the employee is strictly prohibited and misuse may result in possible dismissal of the resident company from the facility. In the event of an emergency, the Executive Director should be notified immediately and the proper authorities (fire, police, 911, etc) should be notified accordingly as judged by the resident.

Security System Procedures/Information

Front Door remains unlocked 7:15 a.m. to 5 p.m. Monday – Friday
Opening (Monday –Friday)

Front entrance will automatically unlock at 7:15 a.m. provided that someone has entered the facility. The outside back entrance always remains locked and must be accessed using proper credentials (i.e. card). HOWEVER, you may exit to the outside at any time by pushing on the door!

If you come to work earlier than 7:15 a.m. or other non-duty hours thru the front entrance:

Scan your card. This will unlock the door for you to enter

Check the alarm panel

If the panel states enter code to disarm system, input your four-digit security code. This is necessary to unarm the alarm.

If the panel light says ready (it will be green), there is no need to enter your security code.

Closing (Monday – Friday)

Front entrance automatically locks at 5 p.m. You can get out-nobody can get in unless you open the door for them or they have access authorization.

The front area motion system automatically sets at 11 p.m. and remains on until 5 a.m.

If you stay after 5 p.m.:

5 p.m. – 11 p.m.- simply walk out

Staying past 11:00 p.m. you have a two-minute window to disarm the alarm.

The system will beep at the keypad and chirp to alert you to input your code.

At the alarm panel (front doors or middle door) press the pound key (#) between 10:58 p.m. and 11:00 p.m. to stop the arming of the alarm. If you miss that window, you will be considered an intruder and the alarms will alert Golden West Security.

When departing you MUST arm the security system by entering your four-digit security number at the alarm panel.

NOTE: Prior to arming the system ensure there is nobody in the front office area

Weekends/Holidays/Nights after 11 p.m.

Front entrance:

Scan your card. This procedure will allow you to enter but the doors will remain locked

Check the alarm panel

If the panel states enter code to disarm system input your four-digit security code. This is necessary to unarm the alarm.

If the panel light says ready (it will be green), there is no need to enter your security code.

When departing you MUST arm the security system by entering your four-digit security number at the alarm panel.

NOTE: Prior to arming the system ensure there is nobody in the front office area

Back Entrance procedures do not change on the weekends/holidays or nights.

If for any reason on the weekends/holidays/nights after 11 p.m. you enter the front motion-alarmed area from the back area, you must deactivate the alarm per the instructions on the middle doors.

HVAC/Information

Heating & cooling is set to “occupied” 6 a.m. – 10 p.m.

Heating & cooling is set to “unoccupied” 10 p.m. – 6 a.m. (which is 10 degrees cooler)

If you come to work earlier than that time or other non-duty hours:

Find the thermostat for your zone (Executive Director can provide you your information to have on file), Press On

When you leave, Press cancel on that same thermostat

Please consider your co-workers and take note: Auxiliary heating in your room causes the central system to sense it needs cooling to achieve the established zone temperature. As a result all other offices within your zone cool in order to average the established temperature.

Weather Closings

The Ascent Innovation follows SDSMT for winter weather closings.

When SDSMT closes, be forewarned there is no snow removal for the university streets and our parking lot. If you must work, there will be no snow removal.