



**WISCONSIN
MARITIME**
CENTER OF EXCELLENCE

BUSINESS ASSISTANCE CENTER

Supporting Strategic Business Growth

Owned by

MCABI

OPERATING POLICIES AND PROCEDURES

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WISCONSIN MARITIME CENTER OF EXCELLENCE

OPERATING POLICIES AND PROCEDURES

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INTRODUCTION

The Wisconsin Maritime Center of Excellence (WMCOE) offers an environment, both in the building design and the support services offered, in which new businesses can start and grow along with other businesses going through many of the same experiences. These policies and procedures have been developed to avoid misunderstandings and help promote a pleasant and cooperative working environment for all tenants.

Please review this document carefully and share it with all employees. Each Tenant is responsible for the conduct of their employees. WMCOE management will assist by posting rules when and where appropriate but is up to the management of each tenant to make sure every employee understands and follows these policies and procedures.

This document is referred to in your lease and is part of your lease agreement. Your lease agreement may include additional requirements. **Additions, deletions and modifications will be made to this document from time to time and all modifications are binding on tenants upon receipt of notice of such changes.** Most important, however, is your cooperation in contributing to a mutually pleasant and profitable tenancy for all tenants in the WMCOE.

TOBACCO FREE ENVIRONMENT

To reduce fire hazard and maintenance costs and in consideration of other tenants, visitors, and employees, the Wisconsin Maritime Center of Excellence is a tobacco free environment. Tenants are expected to inform their employees and guests within their workplace about the smoking policy.

WMCOE SERVICES AND RESPONSIBILITIES

CONFERENCE ROOM

WMCOE staff will maintain an on-line reservation calendar for use of the conference room area. Tenants may use the conference room at any time the room is not reserved or in use. Advance sign up for any scheduled meetings (including a reasonable finish time) is strongly encouraged to assure access when needed.

MAIL, COPY, AND PRINTING

The mail and copy room are for the use of all tenants and must be kept clean and orderly always. If you require a large area for sorting documents, please contact WMCOE staff to see what is available elsewhere in the facility.

The printer/scanner/copier located in the mail and copy room is shared by all tenants and maintained by WMCOE staff. If paper or toner supplies need to be replaced, please contact WMCOE staff. To track the number of copies or pages printed, a code will be issued to each Tenant. The first 50 B&W copies or pages printed will be free of charge. Tenants will be billed monthly, per current posted rates, for copies made during the previous month which exceeded the first 50 B&W and for any color copies made. Cost per page rates are posted in the mail room.

Supplies stored in the mail and copy room are the property of WMCOE. Please ask before using any of these supplies.

Tenant mailboxes are also located in this space. WMCOE staff will sort incoming mail shortly after the U.S. Postal Service delivers it. WMCOE notices or correspondence for tenants will also be distributed via tenant mailboxes.

SECURE SHREDDING

Secure shredding is available to all Tenants at no additional charge. The secure shredding container is in the mail and copy room.

RECEPTION AND RECEPTION AREA

All WMCOE visitors will be greeted at the reception desk by WMCOE staff. Tenants will be notified that they have a visitor, and, at the tenant's instruction, the visitor will either wait for the tenant or be directed to tenant spaces.

If a tenant is not available, WMCOE staff will take a message and put it in the tenant's mailbox.

Tenants are reminded that the main reception area is a waiting area. All visitors are to be taken to office or manufacturing space as soon as practical. We request tenants do not hold "meetings" in the reception area. If the conference room is in use and a meeting area is needed, please contact WMCOE staff to see if there is another appropriate space available.

SIDEWALK, MAIN ENTRANCE, HALLWAYS

The sidewalks, main entrance, and hallways in the common areas of the WMCOE shall not be obstructed by any tenant or used for any purpose other than ingress and egress and for temporary moving routes. Tenants will be responsible for providing supervision of any moving operations that may involve common areas of the WMCOE and will be liable for any losses and/or damages that result from such activities and/or from tenant's failure to provide such supervision.

Moves should be coordinated in advance with WMCOE staff to minimize interference with other WMCOE activities.

LUNCHROOM

The lunchroom, coffee pot, refrigerator, and microwave are provided for everyone's use. We ask that you help keep them clean for the next person to use.

Cleaning supplies are located under the sink and in the maintenance room. If the supplies needed to clean up the area or appliance are not readily available, please contact WMCOE staff for assistance.

If you empty the coffee pot, please contact WMCOE staff before making another pot of coffee. Coffee and coffee making supplies are in the cupboard above the coffee maker.

Putting your name on any item stored in the refrigerator is recommended but not required however, be advised that any open food or beverage containers left in the refrigerator will be disposed of at the end of each week

INTERNET

WMCOE provides hi-speed internet service for Tenants at no additional cost. Each suite is wired for an Ethernet connection and there is secure WI-FI throughout the facility.

WMCOE Staff will provide the WI-FI password and IP addresses upon initial signing of the lease.

Periodically the WI-FI password will be changed by WMCOE Staff and the new password provided to Tenants.

Please safeguard the WI-FI password so access to the WMCOE network is restricted. If you believe the password has been compromised, please notify WMCOE staff immediately.

CLEANING SERVICE

Cleaning staff are onsite after hours on Tuesdays and Thursdays. Garbage and recycling will be collected from the common areas and Tenant suites and light dusting and vacuuming will be provided.

If a Tenant requires additional cleaning services than those provided by the WMCOE, arrangements must be made directly between the outside cleaning service and the Tenant. Cost for the additional services will be paid directly by the Tenant to the cleaning service provider.

GARBAGE AND RECYCLING

Garbage and recycling service is provided by the WMCOE for all Tenants. The fee for this service is included in your lease rate.

All garbage not collected by cleaning personnel should be placed inside the dumpster designated for garbage and the lid closed.

Paper, cardboard, plastic, cans and other recyclables should be placed inside the dumpster designated for recycling. Shredded paper should be tucked under cardboard in the recycling dumpster.

Please close and latch the gates to the garbage and recycling area after use.

Large items, such as a chair, must be disposed of by the individual tenant.

Garbage and recycling is scheduled to be picked up once a week. If you have a large amount of garbage or recycling, please wait until the pickup day to place it in the dumpsters.

If the dumpsters are full, please notify WMCOE staff.

TEMPERATURE CONTROL

The WMCOE will make every effort to keep the building temperature within an acceptable comfort range as dictated by outside weather conditions. Tenants shall not adjust thermostats. Please contact WMCOE staff if you believe the temperature in your area should be adjusted.

SUGGESTIONS OR COMPLAINTS

Tenants are asked to communicate all suggestions or complaints directly to WMCOE's management. WMCOE management will review all suggestions or complaints and respond to the tenant's suggestion either in person or in writing.

TENANT RESPONSIBILITIES

GENERAL

Canvassing, general solicitations, or distribution of political, religious or cause literature is not permitted.

In general, the tenant 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 of the WMCOE.

Safety regulations dictate the stacking of materials be limited to a maximum height of 12 feet.

Tenants will provide reasonable cooperation with WMCOE management.

Leased premises shall not be used for lodging or overnight occupancy.

No firearms, intoxicating drugs, explosives, fireworks, flammable, radioactive, or potentially contagious/hazardous materials will be permitted in the facility without disclosure to and specific permission from WMCOE Staff.

Appropriate dress, consistent with a business atmosphere, is required.

As representatives of the WCMOE, tenants are expected to maintain appropriate behavior and standards at all times.

Actions or behavior deemed by WMCOE management to be damaging to the image or reputation of the WMCOE will be cause for immediate termination of the lease agreement and eviction from the WMCOE.

Inappropriate conduct shall include, but is not limited to, filing bankruptcy, accommodations for the benefit of creditors, breach of leases or other agreements, charges involving moral turpitude or investigations by law enforcement officials.

In addition to the above, tenants whose offices are located within the WMCOE office space shall abide by all state and local laws.

INSURANCE

Tenants shall at their own cost and expense, during the term of their lease, maintain public liability insurance against claims for bodily injury including death, and property damage occurring upon, in or about the premises. Tenant shall deliver to WMCOE staff,

upon written request, a certificate of insurance or certificates evidencing the existence and amount of the required public liability insurance. The Tenant may, but is not obligated to, obtain insurance covering the contents and personal property owned by the Tenant and housed at the WMCOE.

The policies of the WMCOE prohibit the issuance of key fobs or keys to any person who is not covered under a tenant's commercial liability insurance. The WMCOE Management Team will require all tenants to sign a key/key fob certification and may require a written statement from the tenant confirming employment. All tenants must adhere to WMCOE key policies and procedures.

Tenant assumes all risks and responsibilities for accidents, injuries, or damages to a person or property. Unless caused by willful or negligent act or omission of the WMCOE, the Tenant agrees to indemnify and hold the WMCOE and its agents, affiliates, and representatives harmless from any and all claims, liabilities, losses, costs, and expenses (including attorneys' fees).

EQUIPMENT

GENERAL

It is the Tenant's responsibility to ensure that all his or her employees are properly trained in the safe operation of any equipment used in the course of their business and/or located within their workspace.

As stated in the Tenant Insurance section, the tenant agrees to assume all risks and responsibilities for accidents, injuries, or damages to a person or property.

FORKLIFT

WMCOE does not currently provide a forklift however, should the Tenant have a forklift on the premises, OSHA requirements mandate that all forklift operators have the "Basic Operator Training Course". All operators of private tenant forklifts must be registered with the WMCOE and submit copies of their current operator certification documents before using a forklift on the premises.

MATERIAL SAFETY DATA SHEETS

Any tenant using materials for which they have received a Material Safety Data sheet (MSDS) is required to provide a copy of the MSDS to WMCOE staff for examination and approval.

BUILDING

ACCESS

Access to the WMCOE facility outside of standard building hours (Monday through Friday, 8 am – 4 pm) is limited to authorized individuals and tenants.

WMCOE tenants are issued a key fob for entry to the building and a key for access to their suite. For the safety and security of WMCOE tenants and visitors, access to certain areas will be restricted.

In the event a tenant is locked out of the building or suite, the tenant may contact a member of the WMCOE staff.

Minors must be supervised by an authorized adult at all times.

KEY POLICY AND PROCEDURES

PURPOSE

The purpose of this policy is to provide adequate building security for persons and property through the control of keys and key fobs issued to ensure appropriate access to work areas for employees, tenants, and other workers at the WMCOE.

This is a multi-tenant building and should be treated as such. Tenants must exercise security precautions when entering, leaving, and using the facility.

Each tenant space, conference room, janitor closet and IT room have a unique key.

REQUESTING KEYS

The WMCOE Management Team will coordinate the distribution, return, replacement, and recording of keys or key fobs. Please contact a member of the Management Team if you need additional keys or key fobs.

Authorized WMCOE tenants will be given a key fob for the main entrance door and a key for their suite/room. Tenants may request additional suite/room key(s) for authorized employees or agents.

Each year, tenants must supply the WMCOE Management Team a current list of all personnel. Tenants shall promptly inform WMCOE Management Team of any changes in personnel.

RETURNING KEYS

Upon termination or expiration of a tenant's lease/relationship agreement or an employee's employment with the tenant, the tenant shall immediately surrender all keys and key fobs to the WMCOE Management Team on the final day of their lease.

Tenants are responsible for the full cost to replace keys and/or key fobs and all fees to rekey locks if keys are not returned upon termination of the lease and/or relationship agreement.

LOST KEYS

The WMCOE Management Team must be notified in the event a tenant or other key holder loses a key or keycard.

If a lost key requires any locks to be replaced or rekeyed, the tenant responsible for the lost key shall be responsible for the full cost of replacement or rekeying. **If no rekeying is deemed necessary, a \$50 administrative fee will be charged for each suite key and a \$10 fee for each exterior door key fob.**

TENANT SUPPLIED SECURITY

No tenant shall place any additional locks or security devices of any kind upon any of the doors or windows or change or remove any existing locks or other security mechanisms of the facility without the express written permission of the WMCOE Management Team.

Tenants will ensure that all doors are securely locked, and machinery turned off before leaving the facility. Tenants may not prop open any doors with rocks, bricks, or other impediments.

Tenants wishing to install individual suite security systems must request and receive prior written approval from the WMCOE Management Team. The Management Team must be provided access to all facility suites.

EMERGENCIES

In case of fire, pull the fire alarm, as you exit the building. A fire alarm is located at each exit. WMCOE staff will clear the building if this can be done without risking injury. The Fire Department is 3 minutes from the facility. Exit routes are posted throughout the building.

In case of a life-threatening event, call 911 and start CPR if needed and you are trained. Notify WMCOE staff so they can render aid and direct emergency responders to the scene.

For non-life-threatening injuries and events, notify WMCOE staff immediately. All such incidents are tracked by WMCOE staff for reporting to our insurance provider.

PARKING

Much of the parking at the rear of the building (bordering Ludington Street) and some of the parking spaces across the parking lot at the main entrance to the building are reserved for use by Marinette Marine and Supervisor of Shipbuilding personnel.

Bellin Health has some reserved spaces at the rear of the building, two directly outside their entrance door and four across the lot from their space.

Parking spaces at the main entrance have been designated and reserved for individuals with disabilities and visitors.

All other parking spaces are unassigned and available for Tenants on a first come-first served basis.

Please refer to the parking lot diagram at the end of this document for further clarification.

Tenants must contact WMCOE to request permission for long-term or overnight parking.

SIGNS

The name of the Tenant's business will be posted on the exterior building sign.

Tenants must obtain permission from WMCOE management prior to mounting any signage on the interior of the building.

PRESS RELEASES

Professional assistance will be provided to tenants for preparation of press releases.

Tenants will be asked to review and sign off on any information pertaining to their business before it is sent to the local media.

All press releases will be reviewed by WMCOE Management prior to media submission.

The WMCOE will issue press releases at various times to publicize tenants' activities.

Tenant activities prompting press releases include, but are not limited to:

- Newly signed lease agreements
- Achievement of significant milestones
- Major product sale
- Major contract secured
- New products introduced
- New funding secured
- Graduation

BUSINESS DEVELOPMENT

The WMCOE works with Marinette County Association for Business & Industry, Inc., SCORE and the UWGB-Small Business Development Center to provide education and training in business subjects tailored to the needs of entrepreneurs and other business operators.

Tenants are encouraged to take advantage of these services.

TRAINING

WMCOE staff will regularly plan, schedule, publicize and conduct training workshops, seminars and networking opportunities to help the tenants located within the WMCOE business incubator through their start-up or expansion phases of business development.

Some of the topics covered are:

- Growth strategies
- Marketing strategies
- Social Media Marketing
- Human Resource Issues
- Business Plan Writing
- Business advisors
- Professional advisors/mentors

Other than occasional minor charges to cover the cost of materials issued to attendees, no fees will be assessed to tenants for workshop or seminar attendance.

The seminars and workshops will be open to off-site businesses, if space is available, for a small fee.

BUSINESS COACHING

Business Coaches from the Small Business Initiative at SCORE will be available upon request for one-on-one consultations and to provide training in business issues for early-stage businesses. The first hour of consultation is free for tenants of the incubator.

Depending upon the availability of funds, additional business coaching hours may be free also.

REFERRALS

In some cases, WMCOE staff may refer tenants to other businesses or agencies located in Northeast Wisconsin region with the appropriate expertise. Some agencies are volunteers which provide services free of charge while others may charge for their services.

Fees charged by outside agencies may be the responsibility of the Tenant.

WMCOE PARKING LOT DIAGRAM

