



UNIVERSITY OF TENNESSEE RESEARCH
FOUNDATION
BUSINESS INCUBATOR | TENANT MANUAL

Table of Contents

General Information	4
Mission and Goal	4
Center Amenities	4
Building and Location	5
First Floor	6
Second Floor	7
Company Application Process	8
Eligibility Requirements and Evaluation Criteria	8
Initial Set Up Checklist	9
Fees (as of 2013)	9
<i>Facility Lease Rates:</i>	9
<i>Monthly rent includes:</i>	10
Contacts (as of 2015)	10
Tenant Requirements	11
Company Reviews	11
Insurance	11
Joint Marketing	11
Monthly Payments	11
Required Check-Out Procedures	11
Required Reporting	12
Facility Operations and Rules	12
Animals	12
Conference Rooms	12
Copier	13
Facilities	13
Fax Machine	13
Hours of Operation	14
Housekeeping and Maintenance	14
Keys and Security	14
Kitchen	15
Mail	15
Noise	16
Smoking Policy in Buildings	16
Parking	16
Emergency Plan	17
Fire	17
Severe Weather	18
When You Encounter Inclement Weather	18
Bomb Threats and Suspicious Packages	18
Preparing for an Evacuation	19
Evacuating Individuals with Disabilities	19
Communicating During Emergencies	19

UT Alert	19
Broadcast Email or Website.....	20
Campus and Local Media	20
One-to-one communication and UTPD loud speakers	20
Power Outages.....	20
If the power goes out in the building you are occupying, take the following steps:	20
If People are Trapped in an Elevator	21
Campus Policies	21
Air Conditioning (changeover from heating)	21
Heating (changeover from air conditioning)	21
Bicycle Racks	22
Conduit/Cable	22
Connections (Utilities)	22
Digging	22
Drug Free Environment (including alcohol).....	22
Electrical problems, new installations, and wiring changes	22
Elevators	23
Locks.....	23
Posting of Notices	23
Posting of Political and Commercial Items	23
Signs (buildings and interior)	23
Skateboarding	24
Code of Conduct	24
Objective	24
Policy.....	24
Respect for Persons	24
Respect for Property.....	25
Standards of Safety.....	25

General Information

In addition to education, The University of Tennessee system serves the State of Tennessee in a myriad of ways. It is integrally involved in outreach, economic development and research that add value to Tennessee.

As part of its mission to establish UTRF as a recognized leader in tech based entrepreneurial support the University of Tennessee Research Foundation (UTRF) provides the UTRF Business Incubator (Center) as a resource for early stage tech firms that are spun out of university research.

Mission and Goal

The mission of the UTRF Business Incubator is to assist entrepreneurs of technology start-up companies by offering a programmatic approach to executing their business opportunities. As part of this, affordable business space in an environment that supports entrepreneurialism is offered through our facility. Companies can then focus their limited resources and capital toward development of their business and maximize the value of their opportunity.

The goal of the Center is to move a company through a technology business development process toward self-sustainability while building a more entrepreneurial community. This development of a company typically takes 3 years.

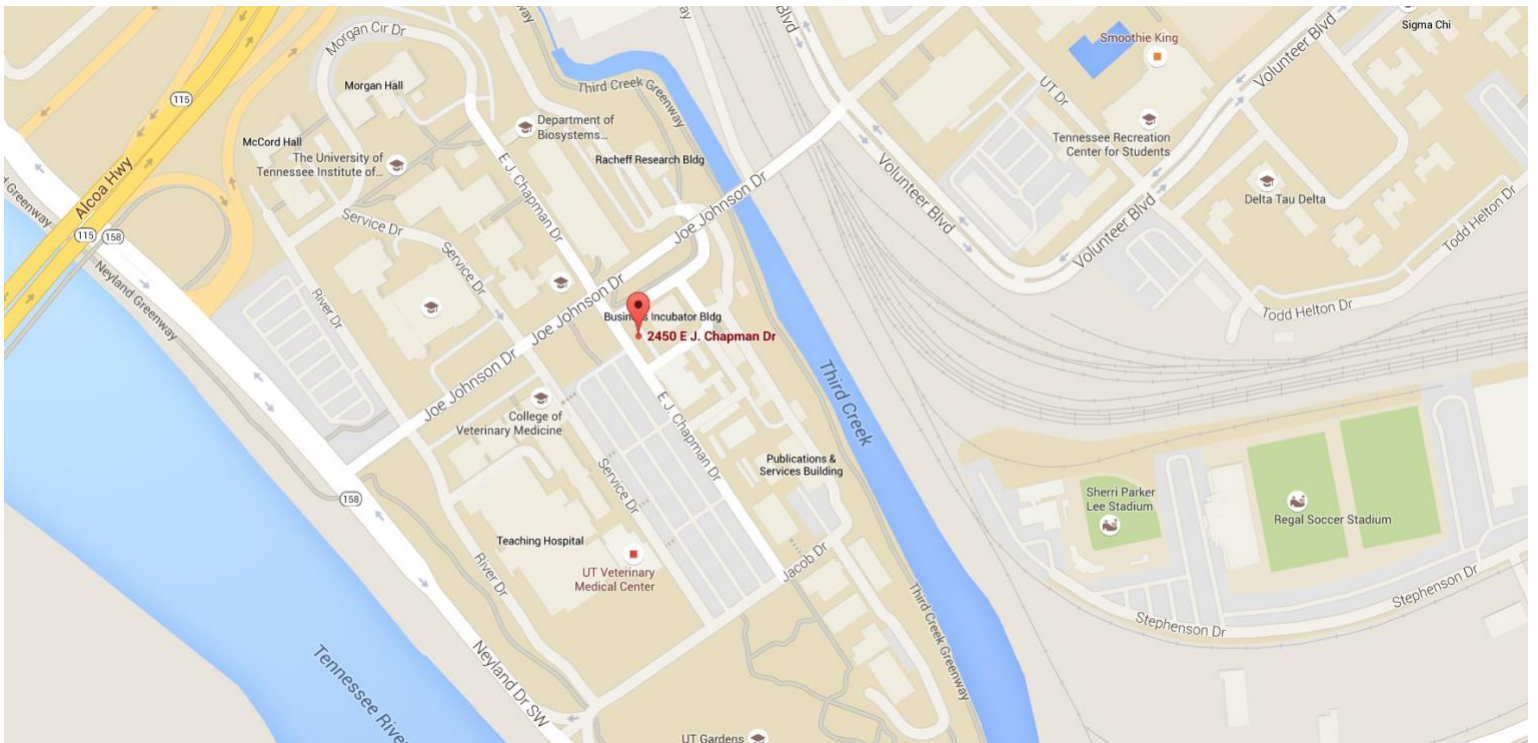
Center Amenities

- 18 office suites ranging from 148 – 793 sq.ft. (utilities included)
 - Access to copier/printer/scanner/fax machine
 - Conference rooms
 - Conference phone
 - Projection monitors
 - White boards
 - Conference room furniture
 - UT Affiliate status
 - UT Electronic key/ID card
 - Access to campus library services
- Discounts at university/area retailers where UT I.D. card is honored
- Access to university laboratory space (as available through a separate agreement)
 - Common kitchen area
 - Refrigerator /sink
 - Microwave
 - Wireless connectivity
 - Wiring for broadband and telephone access

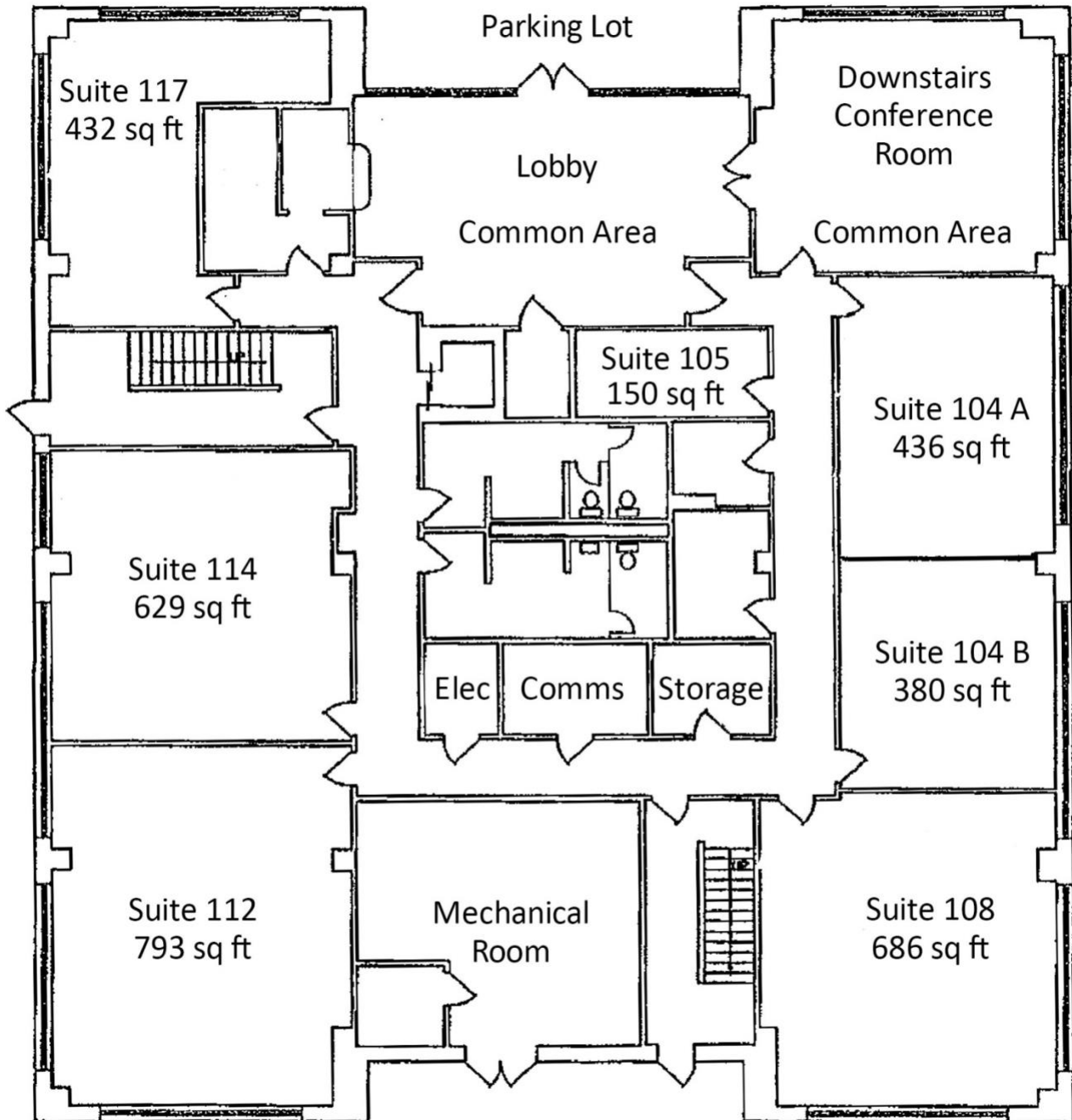
Building and Location



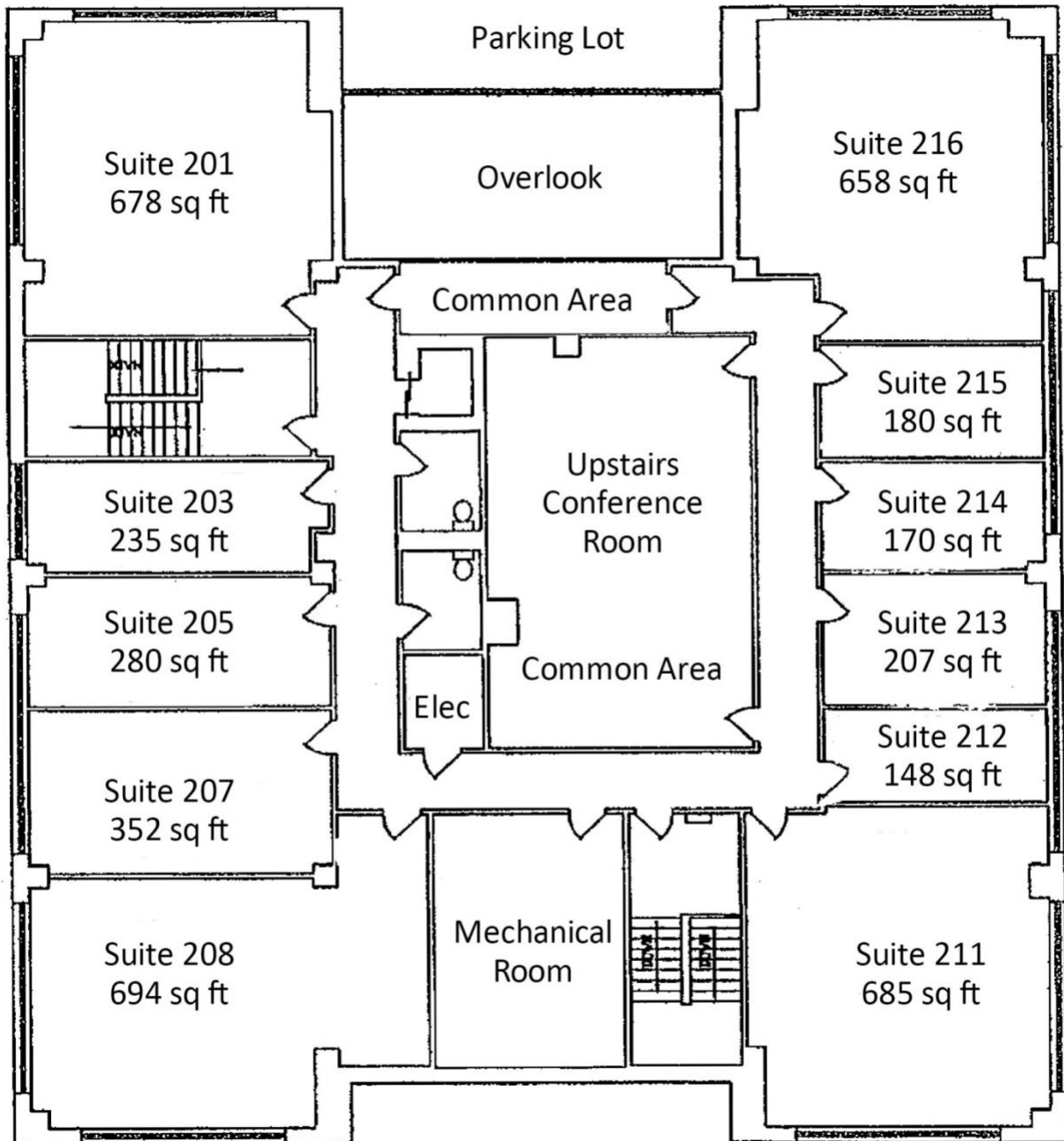
UTRF Business Incubator | 2450 E.J. Chapman Drive | Knoxville, TN 37996-0001



First Floor



Second Floor



Company Application Process

- All interested companies must complete an Application Form to be considered for space in the Center.
- Applications will be reviewed by UTRF, and will be evaluated according to the eligibility requirements (see below)
- UTRF has responsibility for final approval.
- Upon approval, the applicant will complete a lease agreement and provide evidence of required insurance. At that time, please see Coordinator for additional forms to secure keys, key cards, etc.

Eligibility Requirements and Evaluation Criteria

- Relationship with University-Applicants must demonstrate at least the potential of a business relationship or partnership with the University of Tennessee. This includes licensing university technology, a research partnership, or use of university resources and facilities to develop technology. Other types of relationships include current or former UT faculty, staff or student founded technology companies, or the potential to employ significant numbers of graduates of the University of Tennessee.

Initial Set Up Checklist

- Application Form: filled out and submitted to UTRF.
<http://utr.f.tennessee.edu/utr.f-business-incubator-application/>
- UTRF approval: received.
- Lease: executed.
- Affiliate Appointment Request Form: This essentially allows company employees to become non-salaried employees of UT and gives them access to UT amenities. This must be signed and submitted to UTRF for each employee.
- ACH Debit Form: Rent will be collected in advance via automatic withdrawal from either your company checking or savings account on the third of each month. Please fill out the Authorization Agreement for Direct Debit form and submit it to UTRF Accounting Department.
- Affiliate status: Once received, you can obtain the following:
 - Network ID for email system - UTRF will inform you of this ID when affiliate status is approved.
 - UT Personnel ID number - UTRF will inform you of this ID when affiliate status is approved.
 - Electronic ID/Key Card - When you receive your UT personnel ID number, you can get the card from the Vol Card office located between gates 12-13 in Neyland Stadium (the office faces Phillip Fulmer Rd.). Park in the public parking garage next to the University Center (a nominal fee will be charged for parking in the garage).
 - Building Access - Incubator Coordinator will submit an online request for Suite key and external access.
 - Parking Pass - When notified by the Incubator Coordinator, each individual must go to Parking & Transit Services located at 2121 Stephenson Drive to apply for and purchase parking passes.
 - Telephone/IT service - Contact Incubator Coordinator.
- Proof of Insurance - provide copy to Incubator Coordinator.
- Door Sign – Contact the Incubator Coordinator.

Fees (as of 2018)

Facility Lease Rates:

- Year 1: \$11/square foot on annual basis
- Year 2: \$13/square foot on annual basis
- Year 3: \$15/square foot on annual basis
- Beyond Year 3: To be negotiated

Monthly rent includes:

- All basic utilities (electric, water, gas)
- Housekeeping services/Mail delivery
- 1 key per employee
- Electronic ID/Keycard with access to library for each employee
- Up to 178 copies per month

Optional Items	Cost (Subject to change)
More than 178 black copies per month	\$.02/copy
Color Copies	\$.08/copy
Outgoing long distance fax charges	\$.07/minute
Re-keying of locks	\$25/hour/locksmith
Replacement of electronic ID/keycard	\$30
Employee parking passes	\$360
Telephone Services if company decides to use UT services.	(Contact Telephone Services)
Phone installation charges	\$100/hour
Line charges	\$16.75/month
Phones (if leased)	\$9.43/month for standard phone
Port relocation	\$39 (one-time fee/port)
Voice mail installation	\$25
Voice mail monthly charges	\$5
IT Services if company decides to use UT Services.	
Activation fee	\$340 (one time charge)
Port (active)	\$14.50/month
Port with more than one active device	\$30/month

Contacts (as of 2018)

Title	Name	Phone	Email
Business Incubator Coordinator	Kathy Richards	865-974-4607	Kricha32@tennessee.edu
Facilities Services (for after hours only)		865-974-2158	
Campus Police (non-emergency)		865-974-3114	utpolice@utk.edu
Parking & Transit Services		865-974-6031	
OIT Help Desk		865-974-9900	help.utk.edu
UTRF President	Dr. Stacey Patterson	865-974-1882	sspatter@tennessee.edu

Tenant Requirements

Welcome to the UTRF Business Incubator. We are pleased to join you for the next stage of development for your company's future.

Company Reviews

There may be periodic, informal reviews with each business to assess progress and provide direction or suggest changes to the company's business plan. We will also ensure compliance with the Center's mission and policies during these reviews. If compliance with these policies is in question, company management will be required to meet with representatives of UTRF to resolve any issues. Resolution may include eviction of the company from the Incubator.

Insurance

Tenants are required to carry general liability insurance per the terms of the lease, and UTRF may require proof of insurance upon application approval. .

Joint Marketing

Occasionally a company will be asked by UTRF to make a presentation at board meetings, economic development conferences or other special events. The company also may be asked to participate in various publicity efforts. We understand the time and resource challenges of start-up companies so we will only ask if we think it can benefit all of our organizations. Please make every effort to participate, when feasible.

Monthly Payments

Monthly lease payments must be made in advance and be done via automatic payment. A monthly invoice will be sent that itemizes all charges incurred (copier, keys, etc.). Payments are due to UTRF within 10 days. Please contact the UTRF Budget Director to arrange payment options.

Required Check-Out Procedures

Tenants may terminate their lease upon the expiration of the Original Term, or any Extension Term, by providing the other party with written notice of termination not less than thirty (30) days prior to vacating the premises.

Tenants must complete the check-out process within 24 hours of the termination of their lease to avoid being charged the 200% month to month rate for holding over as defined in the lease. To complete the check-out

process, each individual employee of the exiting company will be provided a form that must be filled out and returned. The tenant must return the check-out form, Vol card, and all keys to the Incubator Coordinator in order to complete the check-out process.

Required Reporting

Economic development is implicit in the mission of the University of Tennessee and, therefore, the Incubator. To measure economic impact, tenants must agree to supply the following information to UTRF once per year:

- Total Revenue
- Total Payroll
- Total Jobs
- Total External Funding Raised (grants, debt, & equity}
- Amount of Sponsored Research with The University of Tennessee research programs, if any

Facility Operations and Rules

Following is information you will need as a tenant of the building. If you have any questions regarding this information or the rules governing the facility, please let us know.

Animals

Animals are not permitted in the building with the exception of service animals required for people with disabilities as provided by the guidelines established by the Americans with Disabilities Act.

Conference Rooms

Conference rooms are available by appointment on a first come, first served basis. Appointments should be made by contacting the Incubator Coordinator

Conference room reservations will be forfeited if not occupied within 15 minutes of the reservation time. Reservations will also be forfeited if the room is vacated before the end of the reservation time. People who use a conference room without reserving it will have to vacate the room if another tenant reserves it through the proper channels.

- Rooms must be returned to their normal appearance after your meeting (furniture and accessories returned to their original location, tables cleaned, papers and trash cleared, etc.).
- You will not be charged for use of any of the meeting rooms as long as they are used properly.

- If food or beverages are served, you are responsible for moving the leftovers and the trash to the kitchen.
- Please do not adjust the thermostat. Let the Incubator Coordinator know if it needs to be adjusted.
- If you use the last of anything in these rooms - flip chart paper, markers, etc. - please inform the Incubator Coordinator for reordering purposes.

Copier

- Each tenant company has a code for accessing the copier (see the Incubator Coordinator to obtain your code).
- .
- You will be billed for your copies at \$.02 per page after the first 178 pages.

Facilities

- Our facility meets all regulations under the Americans with Disabilities Act (accessible doors, restrooms, parking, etc.). All handicapped accessible parking must be observed.
- Per the lease, any modifications to the existing facility must be approved in writing by UTRF. This includes anything that is affixed to the walls (whiteboards, corkboards, maps, etc.), floors, or ceilings, as well as any infrastructure improvements such as plumbing and IT.
- Please do not adjust the thermostats. The University of Tennessee has implemented an energy policy that specifies specific temperatures for both heating and cooling. Let the Incubator Coordinator know if it is uncomfortably hot or cold.

Fax Machine

- For external faxes, you must dial 8 + fax number to transmit properly. For intercampus faxes, dial 4 and the last 4 digits of the phone number. For long distance, you must dial 8 + 1 + fax number. A log report may be obtained as confirmation for the fax sent. Please see Incubator Coordinator for instructions.
- All incoming faxes are put in your internal mail box (see mail section) as are fax confirmations.
- All incoming and outgoing local faxes are free.

Hours of Operation

Building hours are 8:00 a.m. - 5:00 p.m. The building is secured from 5:00 p.m. to 8:00 a.m. Monday - Friday and all day weekends and holidays. If you need to enter the building you will need your electronic key /ID card.

Housekeeping and Maintenance

- Trash is removed from each tenant area on a daily basis. However, there is a dumpster and a cardboard recycling receptacle located behind the building.
- Vacuuming and dusting are performed regularly. .
- Please label any boxes or other trash (that may not be obvious) for removal.
- Notify the Incubator Coordinator if you have any extra-large items, so that the maintenance organization can be contacted ahead of time.
- Building maintenance is done on an as-needed basis. If you have a problem that you would like addressed, please see the Incubator Coordinator. The Incubator Coordinator will report the problem and your issue will be resolved as soon as possible.
- If an emergency maintenance issue arises after normal work hours, please contact the maintenance department directly (see Contacts section). In addition, report the problem to the Incubator Coordinator, either via email or in person on the next business day.
- If you have an influx of unwanted pests or have any problems with the janitorial service, let the Incubator Coordinator know immediately.

Keys and Security

Building security is of the utmost importance. To keep us and our costly equipment safe, the following rules must be observed:

- A list of every employee housed in your suite must be submitted to the Incubator Coordinator. It should contain the name of each employee, their key card/ID number, their phone number, and indicate if they are in possession of a regular key. This list must be updated if an employee leaves or an employee is added.
- Electronic key/ID cards should not be loaned to anyone. Report their loss immediately! If you lose a card, the replacement fee is \$30 per card. To obtain a replacement key card, report it immediately to the Vol Card Office by phone at 865-974-3430 or via the Internet at <http://volcard.utk.edu/lost-cards/>.
- Regular keys should not be loaned to anyone or duplicated without prior approval. Report their loss immediately! If you lose a key, the replacement fee is \$1 per key.
- To obtain a replacement key, see Incubator Coordinator immediately.
- Upon termination of your lease, all keys (electronic and regular) must be returned to the Incubator Coordinator.

- If these items are not returned, there will be a minimum charge of \$25 for re-keying of the locks and additional charges for unreturned keys.
- If you'd like to have your doors re-keyed at any time, for any reason, the charge is \$25 for the service and there will be additional charges for the new keys.
- Do not unlock or prop-open any outside door that is normally locked.
- When having guests/clients in the building, they must observe all security rules. If guests/clients leave after 5:00 PM you are responsible for escorting them from the building and ensuring that the doors are secured.

Kitchen

- Keeping the kitchen area clean is everyone's responsibility. Rules governing the kitchen area:
-
- There are no condiments, beverages or disposable utensils provided by UTRF in the kitchen area. All condiments, beverages or disposable utensils are the private property of an individual tenant and should not be used at any time.
- Please do not leave your dirty cups or dishes in the kitchen/sink. We do not have a dishwasher in this building, so each person is responsible for cleaning his/her own dishes. At the end of every day, any dirty dishes left in the sink or on the counter will be thrown away.
- Leftovers should be removed from the refrigerator promptly.
- As a common courtesy to others, please clean up any spills in the microwave or counters. This also will help avoid an influx of unwanted pests/rodents.
- Please do not remove any food item from the refrigerator or counter that does not belong to you. If you have something you want to share or give away, please mark it accordingly.
- You may post any announcements you have on the bulletin board in the kitchen or distribute them in the mailboxes (see Mail section below).

Mail

- Individual company mailboxes are located in the Administrative Area. All of your incoming mail will be left in your mailbox. Incoming packages and deliveries should be made to the Administrative Area and will be signed for unless they are COD. You will be notified immediately upon receipt. If you are unavailable, they will be left in the Administrative Area.
- Outgoing mail can be left in the appropriate box in the Administrative Area. Even though your external outgoing mail can be picked up here, you are responsible for your own postage.
- Outgoing packages are your responsibility. You will need to physically take them to UPS, etc. or set up an individual service.
- All faxes you receive will be put in your mailbox as will your outgoing fax confirmations.

Noise

Keep your doors closed if you are listening to music or a television, using profane language, using other noisy equipment, etc. that is loud enough to be heard outside of your office space. Please respect your neighbors' right to peacefully co-exist in the building.

Smoking on campus is prohibited

As of August 1, 2018, The University of Tennessee campuses will be smoke free .

Parking

- Parking is a premium on the UT campus. The UT Police Department strictly enforces the campus parking policies. These policies are not negotiable. Detailed policies are located in the campus map included with this manual.
- All parking passes must be purchased from UT Parking and Transit Services located on Stephenson Drive
- Parking passes **MUST** be hung on the rear view mirror of your car. The University of Tennessee Police Department will ticket any car without a parking pass and the vehicle owner will be personally responsible for the charges
- If you need to go to other places on campus, there is a free transportation service (for which you will need your university ID/key card) provided by Knoxville Area Transit (www.RideTheT.com). Free routes include the East-West, North-South, Ag Express, Late Night and T-Link. Most run every 5 minutes. The Ag Express line has a stop on Joe Johnson Blvd., just west of the Center. This will take you to the University Center transfer station where you can access other lines.
- Please inform the Incubator Coordinator when you are expecting visitors so that temporary parking permits can be available prior to arrival (this is important in case the Incubator Coordinator is not physically at the front desk when your visitor arrives). Temporary parking permits are available from the Incubator Coordinator. Cars with out of date temporary permits and/or permits not validated by the Incubator Coordinator will be ticketed.
- State law for handicapped parking spaces must be observed and will be enforced.
- **PARKING IN THE INCUBATOR LOT IS NOT PERMITTED ON SATURDAYS WHEN THE UNIVERSITY OF TENNESSEE IS HOSTING A FOOTBALL GAME.** If it is absolutely necessary for you to be in the office on game-day Saturday, the Incubator Coordinator must be informed **NO LATER THAN NOON ON THE PRECEDEDED THURSDAY.** There is an additional parking fee of \$12 for each daily pass required.

Emergency Plan

Every company should have a primary safety person and one backup. Please provide contact names and information to the Incubator Coordinator when these people have been designated.

CALL FOR HELP

On campus phones, dial 911 or 4-3111.

On a personal cell phone, dial 911 or 974-3111.

In the event of any serious threats, information will be distributed through the UT Alert text messaging system. More information on this system can be found at <https://www.utk.edu/utalert/>. All tenants are highly encouraged to sign up for this free service.

Fire

Fire is the most likely event that would necessitate an evacuation. However, other events such as a bomb threat, chemical spill, structural failure, workplace violence and more could also require evacuation. The procedures below are general in nature and you should never endanger yourself or anyone else by strict adherence to these guidelines in case of fire:

- Remain calm
- Activate the nearest fire alarm or pull station.
- Call 911 or 974-3111 to report an on-campus fire.
- Use an extinguisher if the fire is small enough to be contained.
- Evacuate through the designated route for the building.

When a fire alarm sounds:

- Always evacuate. Never assume it is a drill. Leave the building in a calm, but rapid manner.
- As you are leaving, put your coat or jacket on if you have one, to protect against flames; place a towel or article of clothing over your nose and mouth to filter smoke in the air.
- Do not use the elevator. Individuals who require special assistance should discuss evacuation plans with their supervisor.
- Please note that university policy requires immediate evacuation in the case of an alarm. UT police may issue citations to people who fail to comply to this regulation.

If you are caught in smoke or trapped in a building:

- Drop to your knees and crawl to the nearest exit.
- Breathe through your nose, and use a shirt or towel to filter your airways.
- If you are trapped close all doors and windows. Wet and place cloth materials around the door to prevent additional smoke from entering.

Severe Weather

Tornados are the most likely weather event that would necessitate action. However, there are other events such as severe thunderstorms, snow, ice and more that could also require action. The procedures below are general in nature and you should never endanger yourself or anyone else by strict adherence to these guidelines.

- The UT Police Department tracks severe weather alerts that may impact campus safety. All available means of communication would be used to let the campus community know about severe weather events that could impact safety. You also should monitor weather conditions on your own to make decisions about traveling anywhere in an automobile or by foot.
- Decisions to close the campus, cancel events, or alter operations due to weather would be communicated at <http://www.utk.edu> and through campus and local media. In the event of serious threats or closure of the university due to severe weather, information will be distributed through the UT Alert text messaging system.
- Peak tornado season for the Southeast is March - May and from 3pm - 9pm, but can occur in almost any month or time. Tune in to local radio stations for current updates on the weather.
- The National Weather Service issues various watches and warnings related to impending weather conditions. When a "watch" is issued, it means that the accompanying weather, such as a tornado or severe thunderstorm, is possible in the area affected by the watch. Weather warnings mean that the accompanying weather is imminent and you should take appropriate action immediately.

When You Encounter Inclement Weather

- During a thunderstorm/tornado warning, stay inside. Do not attempt to leave in a vehicle!
- If you are in a vehicle, leave it immediately and find shelter in a permanent structure.
- A windowless, interior room, such as a bathroom, is the safest location.
- Take refuge under a sturdy piece of furniture.

Bomb Threats and Suspicious Packages

The UT Police Department and partnering agencies are trained to respond to threats and reports of bombs or other suspicious packages. In the event you receive a bomb threat, do the following:

- Stay calm.
- If your phone has caller ID, record the number displayed.
- Gain the attention of someone else close by and have him or her call 911 or 974-3111 immediately. This call should happen out of the hearing range of the caller making the bomb threat.
- Try to keep the caller on the phone long enough to complete a Bomb Threat Check Sheet, which can be found at <http://safety.utk.edu/emergency-preparedness/bomb-threat>.

- Work with arriving emergency personnel to assist them in evaluating the situation.
- Prepare for an orderly evacuation only when directed to do so by police or emergency personnel.

Preparing for an Evacuation

All members of the campus community need to prepare to respond to any emergency that involves evacuating a building. There are five key steps to take to prepare for evacuations:

1. Learn the location of emergency exits and the shortest route to the exit.
2. Be familiar with the location of emergency alarm activation stations. They are red, box-like devices located on the wall near emergency exits.
3. Know the procedure for reporting emergencies. Dialing 911 will connect you directly to the Knox County Emergency Communications Center. If the telephones in the building or your own cellular phone are not working, use any Blue Light Phone on campus. They are connected to the emergency communications center.
4. Be familiar with the sound of emergency alarm systems. Emergency alarms vary from building to building, but are designed to sound distinctly different from all other bells, buzzers, or signaling devices in the building. If you hear a constant ringing or buzzing you are unable to identify, report the situation to the 911 operator.
5. Learn the location of fire extinguishers in the buildings in which you work, live, or visit.

Evacuating Individuals with Disabilities

Special arrangements should be made for individuals who have a disability that would hinder their evacuation from the building. The head of a company in which a disabled person is employed is responsible for making necessary arrangements to provide assistance during an emergency. The disabled person's designated "assistant" should find the person when the alarm sounds. UT Police Department should be informed of people for whom special arrangements have been made.

Communicating During Emergencies

There are several ways emergency personnel and building supervisors can reach members of the campus community during an emergency. How notifications are made will depend upon the severity of the situation.

UT Alert

UT ALERT is a text messaging service used to deliver critical messages quickly to students, faculty, and staff in the event of an emergency or during situations that threaten the safety of the campus community. All members of the campus community are encouraged to sign up at www.utk.edu/utalert.

The UT ALERT system will be activated only during serious emergencies. Such circumstances would include: an ongoing safety threat related to a violent crime in which a suspect has not been apprehended; severe weather alerts; weather that would prompt the university to close; and major facilities or grounds problems that require a large-scale evacuation.

Broadcast Email or Website

- Messages about situations the campus community needs to be aware of will be sent via e-mail from UT Police to all employees that have UT email accounts.
- In serious emergencies, updates are always placed on the homepage of the campus website at www.utk.edu.
- Additional safety messages will also be posted on safety.utk.edu and www.utpolice.org.

Campus and Local Media

Serious emergencies are communicated to the two campus radio stations, WUTK (90.3 FM) and WUOT (91.9 FM). The university also distributes information to local media outlets. The most up-to-date information can be found at www.utk.edu. Emergencies unfold at a fast pace and media reports may be incomplete at first.

- www.wbir.com (Channel 10)
- www.wate.com (Channel 6)
- www.volunteertv.com (Channel 8)
- www.wnox.com or www.wivk.com - Radio newscasts on 100.3 or 107.7 FM

One-to-one communication and UTPD loud speakers

Unless you are involved in the actual emergency, do not call 911 or 974-3111. It is vital that these lines remain open and available for those who are involved in the actual emergency so police and emergency personnel can assist them as promptly as possible. Seek information via www.utk.edu, or wait for information to be delivered to you from other sources.

Power Outages

In the event of a power outage, many facilities are equipped with emergency generators and emergency lighting to allow for a safe evacuation. To report a power outage after hours, call UTPD at 974-3111.

If the power goes out in the building you are occupying, take the following steps:

1. Call 911 or 974-3111 immediately from a cellular phone or Blue Light Phone, or use the emergency

phone located in the elevator to contact help. Provide specific information to the dispatcher about the location and the nearest stairwell.

2. If outside the elevator, let the passengers know that you have called for help if you can communicate with them.

If People are Trapped in an Elevator

1. Call 911 or 974-3111 immediately from a cellular phone or Blue Light Phone, or use the emergency phone located in the elevator to contact help. Provide specific information to the dispatcher about the location and the nearest stairwell.
2. If outside the elevator, let the passengers know that you have called for help if you can communicate with them.

Campus Policies

Because the UTRF Business Incubator is on the University of Tennessee property, all tenants must comply with UT policies, including the Code of Conduct (immediately following this section):

Air Conditioning (changeover from heating)

Department of Facilities Services personnel perform required changeover from heating to air-conditioning in the Spring. Because of the equipment installed throughout the campus, buildings must be changed over separately. The Facilities Services performs the changeover on the basis of priorities established to (1) maintain required temperatures to protect equipment and research in progress, and (2) serve the greatest number of individuals and activities. Air conditioning changeover may not begin until outside temperature has reached at least 80 degrees F. for three consecutive days. Temperature projections are also considered. Special problems or hardships with this policy should be discussed with the Incubator Coordinator.

Heating (changeover from air conditioning)

Facilities Services Department personnel change over building systems from air conditioning to heating each Fall. Because of the equipment installed throughout the campus, buildings must be changed over separately. The Facilities Services performs the changeover on the basis of priorities established 1) to maintain required temperatures to protect equipment and research in progress, and 2) to serve the greatest number of individuals and activities. Heating changeover may not begin until the outside low temperature has dropped below at least 50 degrees F. for a minimum of three consecutive days. Consideration is also given to temperature projections. Special problems or hardships with this policy should be discussed with the Executive Director of the Facilities Services (208 Facilities Services Building, 974-2178).

Bicycle Racks

Parking, riding, rolling, or storage of bicycles inside buildings (including porches, entrances, and exit ways) is prohibited. In addition, chaining of bicycles to trees, handrails, lampposts, etc. is prohibited.

Conduit/Cable

Laying of below ground conduit or cable on campus or placement of conduit in buildings for voice/data/video transmission purposes must be performed by Facilities Services personnel or by professionals under Facilities Services guidance. Inquiries about installation of conduit or cable should be directed to the Assistant Director for Construction and Repairs (208 Facilities Services Building (974-2415).

Connections (Utilities)

Any connection made to utility systems (water, sewer, air, vacuum, gas, steam, or electricity) must be performed by Facilities Services Department personnel or by professionals under Facilities Services department guidance. Inquiries about such connections should be directed to the Assistant Director for Construction and Repairs (208 Facilities Services Building, 974-2415).

Digging

No digging of Campus grounds shall be done without the approval of and under the supervision of the Facilities Services Department and the placement of a Tennessee One call (800) 351-1111. Notification in writing shall be made to the Executive Director of Facilities Services (208 Facilities Services Building, 974-2178) a minimum of seven days prior to any digging, cutting, boring, drilling, or disturbing takes place. In the event of an emergency, a call should be made to the Executive Director.

Drug Free Environment (including alcohol)

It is the policy of the University of Tennessee to maintain a safe and healthful environment for its students and employees. Therefore, university policy prohibits the unlawful use, manufacture, possession, distribution, or dispensing of drugs and alcohol on university property or during university activities. Violation of this policy is grounds for eviction.

Electrical problems, new installations, and wiring changes

The Facilities Services Department must make, approve, or supervise any changes to the electrical wiring within buildings. This includes installation of wiring for security systems and wiring for data/voice/video transmission. To obtain service, call the Work Order Office, 974-2347. New installations/changes and general problems with electrical service should be discussed with Electrical Services (132 Facilities Services Building, 974-2505).

Elevators

All elevators are maintained by an outside contractor under the supervision of the Facilities Services Department. In addition, the Facilities Services Department utilizes nationally-known elevator consultants to monitor service and suggest improvements. General problems with elevators should be reported to the Facilities Services Department, Preventive Maintenance Division for investigation (974- 2453) during normal working hours. Interruption of elevator service or specific malfunctions should report immediately as follows:

- 8:00 a.m.-4:30 p.m., Monday through Friday: 974-2453
- 4:30 p.m.-midnight, Monday through Friday: 974-2158
- Emergency after midnight, holidays, and weekends: UT Police Department, 974-3114
- Non-emergency after midnight, holidays, and weekends: To Voice Mail, 974-2453

Reporting of problems with elevator service and requests for elevator maintenance are to be made only as specified. If calls are made directly to the elevator contractor that results in charges to The University, the charges will be passed on to the individual making the call.

Locks

Occupant-installed locks or padlocks are prohibited and will be removed by the Facilities Services Department, with the cost for removal and installation of University locks billed to your company.

Posting of Notices

The general posting of notices and signs within campus buildings and on the grounds of the University is allowable only on Bulletin Boards provided for this purpose. Official University Bulletin Boards are limited to official University communications. General Bulletin Boards are available for other postings. Posting of any item on painted surfaces, doors, or windows is prohibited. Items posted in violation of this policy will be removed, and the individual posting them will be assessed any costs of removal or repair of damage.

Posting of Political and Commercial Items

The posting and/or distribution of political and/or commercial signs and handbills is not permitted in campus buildings or on the grounds of the University. General Bulletin Boards may not be used for such postings. Items posted in violation of these guidelines are subject to removal, and the individual posting them will be assessed any costs of removal or repair of damage.

Signs (buildings and interior)

No exterior signs other than those furnished by the Facilities Services Department may be placed on any building or on the grounds of the campus.

Skateboarding

Skateboarding on the Johnson-Ward Pedestrian Mall and the plaza around Humanities and Social Sciences and McClung Tower is prohibited. Violators will be escorted off these properties by the UT Police.

Code of Conduct

Objective

To promote a harmonious, safe and collaborative work environment at the University of Tennessee through the establishment of general guidelines for faculty and staff conduct and behavior.

Policy

- Each staff member of the University of Tennessee is an integral participant in the university's mission of excellence in teaching, research, and public service. Each member of the university community is expected to exhibit a high degree of professionalism and personal integrity consistent with the pursuit of excellence in the conduct of his or her responsibilities.
- The university as a community holds to certain shared values by which our actions are to be measured and governed. This policy identifies certain of those commonly held values and associated behaviors.
- Violations of the Code of Conduct may be cause for disciplinary action up to and including termination of employment.

Respect for Persons

The University of Tennessee places a high value on human relations, human diversity and human rights. Consistent with these values, the university strives to maintain a work environment that is characterized by mutual respect for all individuals. Such an environment has no place for harassment or discrimination based on race, gender, religion, national origin, age, veteran status, or disability; such behavior will not be tolerated. As befitting the university's commitment to its public service mission, university faculty and staff are expected to treat one another, students, and the general public in a cordial and respectful manner. The following behaviors are specifically prohibited:

- Disorderly conduct, to include but not limited to, using discriminatory, abusive, or threatening language, fighting, provoking a fight, or attempting bodily harm or injury to another employee or to any other individual, or threatening physical action or injury on university property or during university activities; or other conduct which threatens or endangers the health, safety, or well-being of any person.
- Sexual harassment of employees, students, donors, customers, visitors, patients, vendors or any other person on university property or during university activities.

Respect for Property

Members of the university community must be responsible caretakers of the university's resources. Consistent with this value, employees are expected to exercise reasonable care in the use of university property and to report any damage to university property to their supervisors and/or other appropriate university officials. The following activities are specifically prohibited:

- Willful or negligent damage to university property
- Theft or dishonesty
- Tampering with or wantonly destroying university data, records, or other information, gaining unauthorized access to such information; disclosing confidential information; or otherwise misusing university data or information.
- Unauthorized use of university vehicles, mail services, identification and credit cards, telephones, computers, or computer equipment, or other university equipment or materials. Computers and computer accounts are provided to employees to assist them in the performance of their jobs. Employees do not have a right to privacy in anything they create, send or receive on the computer. The university has the right to monitor, for business reasons, any and all aspects of any university computer system, including employee e-mail.
- Soliciting, collecting money, or circulating petitions on university property at any time without permission of the chief business officer or designee.

Standards of Safety

The university is committed to maintaining the safety and security of all persons on university property and during university activities and to maintain a safe and healthful working environment. Specific prohibited activities include:

- Possession of firearms, explosives, or other lethal materials on university property or during university activities, unless the employee falls within certain categories of employees who must use weapons in the course of their employment (such as police officers, R.O.T.C. personnel, etc.)
- Possessing, drinking, or being under the influence of intoxicants on the job; unlawful possession, use or distribution of alcohol on university property or during university activities; illegally using, manufacturing, possessing, distributing, dispensing, or being under the influence of controlled substances on university property or during university activities.
- Refusal to obey security officials, Civil Defense personnel, or other proper authorities in emergencies.
- Failure to comply with safety rules, regulations or common safety practices.
- Failure to report an accident involving on-the-job injury or damage to university property.
- Smoking in non-designated areas.