



# Tenant **Policy & Procedure Manual**

*A Guide to the OITC Program*

Version 2.0: Effective: July 22, 2010

Version 2.0: Supersedes ALL Previous Versions

[www.OITCenter.org](http://www.OITCenter.org)

645 Semmes Avenue/Memphis, TN 38111



## Welcome

Dear Prospective Tenant:

Welcome to the Olivet Incubation & Training Center (OITC), an initiative of the Olivet Sharing Corporation, a non-profit (501c3) organization set up to promote training and entrepreneurship! We are thrilled to help you start up and launch your business. We know that this is a time of challenge and excitement.

Because our incubator has a combination of start-up and semi-established and established businesses as well as other training offices affiliated with our organization, we have implemented some policies that convey how we anticipate people will conduct themselves and procedures which will serve as a guide. These policies and procedures are designed to protect the interests of the greatest number of tenants and ensure the smooth operation of the OITC and each individual business.

Becoming a Tenant in the OITC is an opportunity to make your business a reality with sustainable success.

The OITC staff welcomes you and looks forward to assisting you in the development and growth of your idea, product, or service. We ask you to consider each policy contained in this manual and discuss them with any of the staff or the other tenants.

We welcome your feedback. Our intention is to continue to grow and improve the OITC so that it meets the needs of entrepreneurs like you.



## INTRODUCTION

### Coverage:

All prospective and resident tenants of the Olivet Incubation & Training Center (OITC).

### OITC Purpose:

The OITC is a fertile environment for the growth and development of new businesses. As well, this environment will create opportunities for the application and further evolution of ideas that invigorate the greater community through the channels of commercial activity. The OITC is a 'hatchery' where new entrepreneurial start-ups are created and nurtured. While participants are growing their business and gaining credibility in the marketplace, the Incubator will provide business information resources and technology assistance. Simultaneously, Participants are realizing their dreams and building their entrepreneurial confidence while learning how to achieve sustainable success.

### OITC Objectives:

- Bridge the gap between academics and career & technical majors and a real world entrepreneurial experience with a supportive environment, including individual advisors and mentors.
- Create employment for and increase wealth of the depressed rural community.
- Provide a variety of workshops and seminars that are uniquely designed to support their need for business knowledge. Attendance is required for OITC tenants.



## PURPOSE AND SCOPE OF THE TENANT MANUAL

### **Purpose:**

To provide a central, authoritative reference source for identifying and communicating policies and procedures to all Tenants of the Olivet Incubation & Training Center (OITC).

### **Scope of the Manual:**

This manual is intended to communicate guidelines which apply to OITC's operations in general with regard to tenant services. These policies and procedures are meant to supplement, not supersede, any legal contractual arrangement between the Tenant and the OITC that would be documented in the Tenant/Company Lease Agreement or any other contract. If any provision of this manual conflicts with the Tenant/Company Lease Agreement or any other Agreement, the provisions of the Tenant/Company Lease Agreement shall control.

It should be clearly understood that neither this Manual nor the policies and procedures set forth in this Manual constitute service contracts or any other type of contract. Due to the nature of the OITC's operation and variation necessary to accommodate individual situations, the OITC policies and procedures including those set out in this Manual may not apply to every Tenant. The OITC may change or modify these or other policies or procedures relating to Tenant service matters from time to time as it considers appropriate in its sole discretion either in individual or center-wide situations. Policies and procedures including those set out in this manual are interpreted and applied by the OITC in its sole discretion, and its decisions in this regard are final.



## **POLICY REVISIONS**

**Section: 1.03**

**Coverage:**

All prospective and resident Tenants of the Olivet Incubations Center (OITC).

**Policy:**

The OITC reserves the right to revise and extend rules as it judges beneficial to building operations. All rule and/or policy changes will be communicated to Tenants in writing and will become effective upon delivery to the Tenants.



## **ADMISSIONS PROCESS AND TENANT REQUIREMENTS**

**Section: 1.04**

**Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To define criteria for admission to the OITC and outline the tenant requirements.

**Who Qualifies?**

We will be accepting online applications from persons who meet the following qualifications:

- Start-up and semi-established businesses
- Established businesses
- Sufficient capital to carry forward the proposed business plan for at least a 7-month period
- Realistic financial projections demonstrating significant revenues and/or employment within the first five to seven years
- A desire to leverage the services offered by the Olivet Incubation and Training Center
- Complete business assessment with the OITC Consulting Partner: Alt. 1 Consulting.
- Pay deposit equal to the 1st Month's rent.
- Pay for the Credit Check (Credit rating not considered as entrance criteria).
- Complete the Shelby County Code Enforcement Occupancy process with 30 day after signing the lease.



## Admission Process

- Completion of the Online Application Form Only electronic applications will be accepted by the OITC. The online application form can be accessed on [www.OITCenter.org](http://www.OITCenter.org) (See Form Exhibit “A”).
- Business Plan Submission with Financials
  - Realistic financial projections demonstrating significant revenues and/or employment within the first one to three years.
- In-Person Presentation (See Form Exhibit “B”).
  - The beginning of a sound management and/or product development team.
- Submit a Credit and Reference Check
  - Sufficient capital to carry forward the business plan for at least a 6 month period.

## Tenant Requirements

- OITC tenants are required to obtain all required licenses prior to physically locating a business in the building (Visit the Resources page at [www.OITCenter.org](http://www.OITCenter.org) to identify the appropriate license requirements)
- Sign a Lease Agreement
- Submit Business Plan or Agreement to complete a Business Plan within the first (1) month to retain occupancy. Failure to meet this requirement will affect your application status and could prevent your residency in the OITC.
- Complete Tenant Occupancy Information Form (See Form Exhibit “C”).
- Tenants are expected to fulfill the terms of the lease.
- Regular meetings will be held with the OITC Business Development Specialists/Instructor to review progress and Tenant needs.



**Exhibit "A" OITC APPLICATION QUESTIONNAIRE**

**(Stage 1 of 3)**

**Application Questionnaire**

**Please complete the following application questionnaire. We will review your submission and contact you.**

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**About Your Company**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Home Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Applicant's Legal Business Name: \_\_\_\_\_

DBA/Trade name: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Type of Business: \_\_\_\_\_

Indicate principle line of merchandise sold; specific work/service offered; products produced:

\_\_\_\_\_  
\_\_\_\_\_

Type of Entity:



Sole proprietor (SSN) \_\_\_\_\_

C or S Corporation: Form # \_\_\_\_\_

Organization: \_\_\_\_\_

Partnership: \_\_\_\_\_

Other nonprofit organization (specify) \_\_\_\_\_

Other (specify) \_\_\_\_\_

If a corporation, name the state or foreign country where incorporated: \_\_\_\_\_

Employer Identification Number (if applicable): \_\_\_\_\_

Number of Employees: \_\_\_\_\_

Full-time \_\_\_\_\_

Part-time \_\_\_\_\_

Reason for applying: Starting a new business \_\_\_\_\_

Existing Business: \_\_\_\_\_

Stage of Development: Idea Stage \_\_\_\_\_

Early Stage \_\_\_\_\_

Prototype Stage \_\_\_\_\_

Development Stage \_\_\_\_\_

Expansion Stage \_\_\_\_\_

Date business started or date the business will start: (Month, Day, Year) \_\_\_\_\_

Closing month of accounting year \_\_\_\_\_

Is this a minority or woman-owned business? \_\_\_\_\_

Briefly describe your background and experience: \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

How can your product or service be protected?

Patent \_\_\_\_\_

Trademark \_\_\_\_\_

Copyright \_\_\_\_\_

Other \_\_\_\_\_

Primary source of financing: Savings \_\_\_\_\_ Operating income \_\_\_\_\_ Debt-Personal \_\_\_\_\_

Debt-Bank \_\_\_\_\_

Equity Investment-Venture Capital \_\_\_\_\_

Funds requested from OITC: Yes \_\_\_\_\_ No \_\_\_\_\_

Current Capital: \$0 - \$1,000 \_\_\_\_\_ \$1,000 - \$5,000 \_\_\_\_\_ \$5,000 - \$10,000 \_\_\_\_\_

Total assets: \_\_\_\_\_

Total liabilities: \_\_\_\_\_



Total revenue (past 12 months) \_\_\_\_\_

Annual growth rate (%): \_\_\_\_\_

Anticipated employment: \_\_\_\_\_

Within one year:        \_\_\_ Full-Time        \_\_\_ Part-Time        \_\_\_ Indirect

Within two years:        \_\_\_ Full-Time        \_\_\_ Part-Time        \_\_\_ Indirect

How did you hear about us? \_\_\_\_\_

Please list and indicate any affiliate, subsidiary, or a parent company (if more than one, please attach a separate page providing the following information):

Legal Name: \_\_\_\_\_

Relationship to Applicant: \_\_\_\_\_ State of organization: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

**Principals/Officers Information:**

Principal/Officer 1:

- Name \_\_\_\_\_ Title: \_\_\_\_\_
- Social Security # \_\_\_\_\_ Date of Birth \_\_\_\_\_
- Address \_\_\_\_\_
- Phone \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_
- % Owned \_\_\_\_\_
- Full/Part-Time \_\_\_\_\_

Principal/Officer 2:

- Name \_\_\_\_\_ Title: \_\_\_\_\_
- Social Security # \_\_\_\_\_ Date of Birth \_\_\_\_\_
- Address \_\_\_\_\_



- Phone \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_
- % Owned \_\_\_\_\_
- Full/Part-Time \_\_\_\_\_

Principal/Officer 3:

- Name \_\_\_\_\_ Title: \_\_\_\_\_
- Social Security # \_\_\_\_\_ Date of Birth \_\_\_\_\_
- Phone \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_
- % Owned \_\_\_\_\_
- Full/Part-Time \_\_\_\_\_



## Exhibit “B” OITC BUSINESS PLAN PRESENTATION (Template)

(Stage 2 of 3)

Title Page

Mission Statement

- Clearly state your company’s long-term mission.
  - Try to use words that will help direct the growth of your company, but be as concise as possible.

The Team

- List CEO and key management by name.
- Include previous accomplishments to show that these are people with a record of success.
- Summarize number of years of experience in this field.

Market Summary

- Summarize your market in the past, present, and future.
  - Review those changes in market share, leadership, players, market shifts, costs, pricing, or competition that provide the opportunity for your company’s success.

Opportunities

- Identify problems and opportunities.
  - State consumer problems, and define the nature of product/service opportunities that are created by those problems.

Business Concept

- Summarize the key technology, concept, or strategy on which your business is based.

Competition

- Summarize the competition.
- Outline your company’s competitive advantage.



## Goals and Objectives

- List five-year goals.
- State specific, measurable objectives for achieving your five-year goals.
  - List market-share objectives.
  - List revenue/profitability objectives.

## Incubation Center Exit Strategy (Required 60 days after the signing the lease)

- Present the activities and timeline you think you think you will be ready to graduate from the OITC and enter

## Resource Requirements

- List requirements for the following resources:
  - Personnel
  - Technology
  - Finances
  - Distribution
  - Promotion
  - Products
  - Services

## Risks and Rewards

- Summarize the risks of the proposed project and how they will be addressed.
- Estimate expected rewards, particularly if you are seeking funding.

## Key Issues

- Near term
  - Identify key decisions and issues that need immediate or near-term resolution.
  - State consequences of decision postponement.
- Long term
  - Identify issues needing long-term resolution.
  - State consequences of decision postponement.



**CREDIT & REFERENCE CHECK AUTHORIZATION**

**(Stage 3 of 3)**

**Bank References:**

Name of Bank: \_\_\_\_\_ Acct. Type: \_\_\_\_\_ Acct. # \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

**Credit References:**

Company Name	City	State	Zip Code	Phone	Contact Person
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_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

**Commercial Rental History:**

Present Address if any: \_\_\_\_\_

Rent Paid Monthly \_\_\_\_\_ Term or Lease: \_\_\_\_\_

Landlord/Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

**Credit Check Authorization:**

By signing below, the undersigned hereby consents to and authorizes The Olivet incubation and Training Center (OITC) or any firm or agent acting on its behalf to perform a credit check and investigation of the applicant and each principle, including contacting all banks, creditors or any other references that may be requested by Olivet Incubation and Training Center (OITC). **All parties listed as business partners will be required to complete and sign this form.**

Authorized Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_



An Initiative of the Olivet Sharing Corporation

**Exhibit "C" TENANT OCCUPANCY INFORMATION FORM**

ANNIVERSARY DATE \_\_\_\_\_

COMPANY NAME OF TENANT \_\_\_\_\_

SS# TAX ID NUMBER \_\_\_\_\_

NAME OF CEO/OWNER \_\_\_\_\_

ADDRESS OF CEO/OWNER \_\_\_\_\_

HOME PHONE \_\_\_\_\_

CELL PHONE \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

NAMES OF OTHER PARTIES \_\_\_\_\_

HAVING ACCESS TO OFFICE PREMISES \_\_\_\_\_ PHONE \_\_\_\_\_

\_\_\_\_\_ PHONE \_\_\_\_\_

OFFICE SPACE NUMBER \_\_\_\_\_

OFFICE SPACE PHONE \_\_\_\_\_

ATTORNEY OF RECORD \_\_\_\_\_

CPA OF RECORD \_\_\_\_\_

APPLICATION RECEIVED Memo \_\_\_\_\_

LEASE SIGNED/RECEIVED \_\_\_\_\_

INSURANCE POLICY RECEIVED \_\_\_\_\_



## **RENTAL REMITTANCE**

**Section 1.05**

**Coverage:**

All tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To assist tenants in knowing the procedure for rental remittances.

**Policy:**

Rent is due on the first (1<sup>st</sup>) of the month. In the event that the first falls on a weekend or holiday, rent will be considered due on the first (1<sup>st</sup>) working day following the weekend or holiday. Rent will be considered late on the fifth (5<sup>th</sup>) day following the due date. Late fees will apply on late rent payments. Late fees shall be \$50 + \$5 per day every day after the 5<sup>th</sup> day of the month. If late fees apply, the late fees must be submitted with the rent to be considered a full payment. Partial payments are not accepted.

Tenants will receive late notices beginning on the 6<sup>th</sup> day of the month.

**Default:**

Refer to Lease Agreement



## TENANT INSURANCE

**Section: 1.06**

**Coverage:**

All resident tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To further define the requirements for admission to the OITC and outline insurance requirements.

**Policy:**

Each Tenant company will maintain property and liability insurance in the amount of \$50,000.00 at the expense of the Tenant throughout the term of the lease, per the Lease Agreement.

Tenants must not do, or permit to be done, or bring or keep anything in the building that will in any way increase the rate of fire or other insurance on the building or otherwise increase the possibility of fire or other casualty.

Proof of insurance is required to be maintained on file with the OITC.



## GRADUATION

**Section:** 1.07

**Coverage:**

All resident tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To determine when a tenant is ready for graduation from the OITC. The OITC provides temporary assistance and space to Tenants with the anticipation of Tenants graduating from the Incubation and Training Center within a reasonable period of time, 3 or 5 years.

**Policy:**

The tenant could be graduated from the OITC for any one or more of the reasons below:

1. Tenant has significant growth in staff and/or employees.
2. Tenant has no space to accommodate further growth/expansion.
3. Tenant has a significant growth in revenues and is fiscally able to conduct business outside the Incubator.
4. Tenant is acquired or merges with a larger corporation.
5. Tenant makes a successful public stock offering
6. Underperformance or un-viability of the business proposition: criteria for the same will be decided and applied by OITC on the case to case basis.
7. Irresolvable disputes between 3<sup>rd</sup> parties & tenants. OITC will decide the position or point when disputes are deemed to be irresolvable.
8. Tenant engages in unlawful activities upon which the OITC deems legal action is required to halt tenant activities.
9. Any other reasons which OITC may find it necessary for tenant to leave OITC.



## DISCONTINUATION OF SERVICES

**Section:** 1.08

**Coverage:**

All resident tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To provide guidance as to when there will be discontinuation of services to a tenant.

**Policy:**

Services will be discontinued upon occurrence of any of the following:

- The Tenant violates terms of the Lease Agreement.
- It is determined that business model is no longer viable.
- The tenant is unable to raise funds for operation or expansion.
- The tenant has failed to pay for invoices for services rendered.
- The tenant has reached the term of their lease agreement.
- Tenant has defaulted on rental payments.
- The Tenant's business plan exceeds Incubation Center's capabilities.
- The tenant engages in illegal activities on OITC premises.



## **CONFIDENTIALITY**

**Section: 1.09**

**Coverage:**

All resident tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To ensure confidentiality of information and data among the OITC tenants.

**Policy:**

Each Tenant of the OITC shall require its directors, officers, employees and agents to keep confidential any information not otherwise generally available to the public that it may receive from any other tenant as a result of cohabitation or collaboration on ideas while in the Incubator. The receiving party shall not use or disclose or permit any use or disclose thereof without the disclosing party's written consent.



## SHARED SUPPORT SERVICES

### Reception

**Section:** 10.01

### Coverage:

All resident tenants of the Olivet Incubation and Training Center (OITC).

### Purpose:

To inform all prospective and resident tenants of the OITC.

### Policy:

The OITC offers secured environment 24 hours a day, seven (7) days per week. Visitors to the OITC must enter the front door, sign the OITC log book and wait in the reception area to be escorted to the tenants business. The tenant receiving the guest is required to go to the front reception area to welcome & escort the visitor to the Tenant's office.



## SHARED SUPPORT SERVICES

### Office Equipment:

**Section:** 10.02

### Coverage:

All resident tenants of the Olivet Incubation and Center (OITC).

### Purpose:

To describe those services available to the OITC Tenants.

### Policy:

The OITC Support Services are available to all OITC Tenants. All charges for support services are billed to you by the OITC monthly and will be shown on your monthly invoice. Payment is due upon receipt of your invoice. Please make checks payable to the **Olivet Sharing Corporation**. Contact the OITC Management for applicable fees.

- Conference Rooms
- Common Area
- Laptop
- LCD Projector
- Select office equipment will be available in Conference & Training Rooms for your use and convenience.



## SHARED SUPPORT SERVICES

### Fee Structure

Section 10.03

### Coverage:

All resident tenants of the Olivet Incubation and Center (OITC).

### Purpose:

To describe future services available to OITC Tenants. **BOLD** lettering indicates current Services

Black/White Copies

Color Copies

**Internet Access**

Janitorial Services

Pest Control

**Conference Room**

**Class Room**

Postage

Laminating



## SHARED SUPPORT SERVICES

### Shipping and Mail Services

**Section:** 10.04

**Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To describe provide Tenants with onsite mail facilities and to insure that each Tenant uses the correct mail designation so respective companies will service mail in a timely manner.

**Policy:**

#### Tenant Mailboxes

Each Tenant is issued a numbered OITC mailbox.

- Incoming mail: The mail can be picked up from the reception's desk during normal business hours. Each tenant will be responsible for checking their own mail box for incoming mail.
- Outgoing mail: Outgoing mail that is pre-stamped or posted should be given to the OITC Receptionist or placed in the appropriate out-going mail at the OITC front desk.

#### Tenant Mailing Address

To receive correspondence at the OITC, the tenant mailing address will be:

Olivet Incubation & Training Center (OITC)  
(Business Name), (Tenant's Name)  
(Tenant's Mailbox #)  
645 Semmes Ave.  
Memphis, TN 38111



## Shipping and Mail Services (continued)

### US Postal Service

- Mail service is offered Monday-Friday. There is no mail service on Saturday & Sunday. The OITC will not be responsible for any mail given to the OITC Receptionist after the postal service's daily pickup & delivery service.

### Fed Ex, UPS, or other Carriers

- *Shipping:* Packages to be shipped UPS, FedEx, etc. may be dropped off at the designated locations in the OITC's main entrance. It is the responsibility of each tenant to contact the carrier and notify them that there is a pickup at the front desk. All shipping costs must be paid by the tenant in accordance with the tenant's chosen carrier's policy. The OITC will not assume any responsibility for and shipping related charges.
- *Certified Mail:* All certified mail will be received by the addressee only. The OITC will not be held responsible for signing for or accepting any certified mail on behalf of any OITC Tenant.

**The OITC will not assume responsibility for any adverse effect on the tenant's business resulting from non-paid shipping fees, missed cut-off/pickup times, for specialty are handled by each Tenant and does not flow through the OITC office.**



## COMMON AREA & CONFERENCE ROOMS

**Section:** 10.05

**Coverage:**

All resident Tenants of the Olivet Incubation and Training Center (OITC)

**Purpose:**

To provide the tenants of the OITC a pleasant area in which to conduct business meetings and provide business training courses.

**Policy:**

The conference room is available to all OITC tenants. The tenant should verify conference room availability with the OITC receptionist prior to use.



## SECURITY

**Section:** 20.01

**Coverage:**

All resident tenants and guests of the Olivet Incubation and Training Center. (OITC).

**Purpose:**

To insure that all tenants will be knowledgeable in security procedures, thereby ensuring the safety of tenants and their guests.

**Policy:**

The safety and security of tenants in the OITC is one of our highest management priorities. With this interest for your safety in mind, we have provided you with instructions on emergency procedures. Please take a moment to review the instructions on the following pages so you will react quickly and appropriately in any emergency situation. Remember, being prepared and staying calm are the two most helpful aids to coping effectively during emergencies.

Tenants should report any suspicious acts, threats of violence, evidence of firearms or other potentially dangerous situations immediately to on-site OITC Staff or Management.

**PERSONAL FIREARMS ARE NOT PERMISSIBLE ON OITC PROPERTY**



## LOCK AND KEY POLICY

**Section:** 20.02

**Coverage:**

All resident Tenants of the Olivet Incubation and Training Center (OITC).

**Policy:**

Each tenant shall be issued a set of keys upon the assumption of his office space. The OITC will maintain a Master Key for all tenant spaces and assign them to the appropriate custodial and security personnel. All other duplicate keys and master keys will be secured.

Tenants will receive only two keys to each door leading into the leased space.

Tenants cannot install an internal security system.

Tenants cannot change locks or place additional locks on any door without the written approval of the OITC. All locks will be rekeyed by the Maintenance Department.

All keys must be surrendered upon termination of a tenant lease agreement.

In addition to keys, tenants shall receive an ID and Decal for the property in the proportion of one card and decal per authorized tenant. Upon completing the form, the tenant will be assigned and issued the appropriate number of "ID card and Decals" by the OITC. There will be a \$15.00 charge to replace lost ID cards and/or Decals.



## MOVING AND DELIVERY GUIDELINES

**Section: 20.03**

**Coverage:**

All prospective tenants of the Olivet Incubation and Training Center (OITC)

**Policy:**

Following these guidelines will expedite the move into the OITC facility and protect the persons handling the move as well as the tenant's property and the building itself. These guidelines are in no way meant hamper or restrict the move-in process, but rather to safeguard the elements involved in the process. Please let OITC Management know how to best assist during the moving process. The OITC would be happy to answer any further questions. Please call the OITC with any problems or questions.

- Notify OITC Management as soon as possible to inform of your scheduled move. All moving arrangements must be coordinated with and approved by OITC Management.
- All scheduled moves must occur Monday-Friday, between the hours of 8AM-5PM.
- If the tenant contracts with a third-party moving company, the OITC tenant will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage, movers are required to pad or otherwise protect
- all entrances, doorways, and walls affected by the move and cover all floors traversed during the move with appropriate moving materials.



## MOVING AND DELIVERY GUIDELINES

### Section: 20.03

- OITC Management has the right to prohibit certain heavy equipment/furniture that may overstress any portion of the floor. All damage done to the Building by the improper placing of such heavy items will be repaired at the sole expense of the responsible tenant.
- Tenants are responsible for notifying OITC Management when safes or other heavy equipment are to be taken in or out of the building. The moving should occur after receiving written permission from OITC Management outlining the conditions for the move.
- The tenant's moving contractor must report any electrical problems or equipment breakdowns that occur during the move which may affect facility operations. They are also responsible for removing all trash and bulky packing materials.
- When conditions are such that a tenant must dispose of crates, boxes, etc. it will be the responsibility of the tenant to dispose of the items.
- The Fire Marshall prohibits the blocking of any fire corridor, exit door receptionist area, or hallway. Do not park moving vehicles in marked Fire Lanes.
- All deliveries must be made via the front entrance.



## COMMON ROOM, CLASSROOM, AND CONFERENCE ROOM USAGE

**Section: 20.04**

**Coverage:**

All tenants of the Olivet Incubation and Training Center (OITC).

**Policy:**

The Olivet Incubation and Training Center maintains the right to control and operate the common areas and meeting rooms throughout the facilities for the common use of the Tenants in such a manner as they deem best for the benefit of the Tenants. The common area in the building shall not be obstructed by any Tenant or used for any purpose other than the intent of the business the space was leased for. No Tenant shall permit a visit to its premises of persons in such number or under conditions as to interfere with the use and enjoyment by other Tenant's of the common areas. No Tenant shall place any mats, trash, or other objects in the common areas.

Sidewalks, doorways, vestibules, halls stairways and similar areas must not be obstructed and should only be used for ingress and egress to and from the premises, or for going from one part of the building to another. Tenants must not place refuse, furniture, boxes or other items within these areas.

**Public Activities, Media Events, Open Houses, Etc.**

On occasion, Tenants find it in their best interests to host public events such as open houses, new conferences and/or visiting dignitaries which would involve large crowds. When planning these events, Tenants should provide the OITC with (7) days prior notice in writing. The notice should indicate the date, time location, and nature of the event and estimate of how many will be attending.



If the event will encompass part of the common area, the OITC will work with the Tenant to make sure that guests as well as neighboring Tenants have a pleasant experience. The OITC will also alert the security department and other personnel of the event in order to anticipate any special events which might arise from this additional flow of people. The OITC encourages all Tenants to use every opportunity to bring attention to the broad range of services offered at the OITC. This policy will help to ensure that Tenant sponsored events are successful and a pleasant experience for all.

### **Policies and Procedures:**

No program which will unduly inconvenience the OITC will be allowed.

- Programs that damage or pose a threat to the safety of the OITC and its tenants will not be permitted.
- Programs must be booked through OITC Management at least fifteen (15) business days in advance.
- Tenants sponsoring events will be responsible for providing tables, chairs, convention display equipment, etc. beyond the resources available at the OITC. Sponsoring organizations must obtain prior approval for the dates and time for the event set up and disassembly.
- Tenants sponsoring events will be responsible for removal of all trash and other materials from the OITC meeting room and common areas. Failure to do so will result in additional fees.
- Tenants sponsoring events may be assessed an additional fee if the event extends more than thirty (30) minutes past scheduled event ending time.
- Tenant organizations may be assessed the fees for the use of the common areas and meeting rooms:
  - See fee sheet for room rates
  - All fees are due five (5) days prior to the event date.



## MAINTENANCE REQUESTS

**Section:** 20.05

**Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To inform Tenants of the policies and procedures surrounding requesting for maintenance.

**Policy:**

Maintenance request(s) for service of any kind should be made through the OITC Administrator. Maintenance personnel are available Monday – Friday for service from 8:00a.m. to 4:30p.m. If there is an after-hours emergency maintenance situation, contact the police department via telephone at 901-454-7777. The officer on duty will contact the appropriate staff person.

Please complete the Tenant Work Order when you need repairs or maintenance service. By returning this form to the OITC Administrator you will authorize any work done by our staff. You may not employ qualified craftsmen or contract professional maintenance companies for maintenance services.



**Olivet Incubation and Training Center (OITC)  
Tenant Work Order**

Email: [info@OITCenter.org](mailto:info@OITCenter.org)

Please fill out entire form to insure a timely response.

Please call 901-458-7777 if there is an emergency.

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Date:

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Tenant:

---

Phone Number:

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Contact Person:

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Email Address:

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Work Authorized By:

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Description of work to be completed:

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## TENANT RENOVATIONS

**Section:** 20.06

**Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center(OITC).

**Purpose:**

To inform Tenants of standards required by the Olivet Incubation and Training Center regarding renovations.

**Policy:**

Tenant may not remodel or make improvements to the OITC. All renovations will be made by a licensed contractor authorized by OITC personnel.

No nails, hooks or screws shall be driven into or inserted into any part of the building except as provided by the Maintenance Department. Tenants must obtain prior approval for installation of window shades, blinds, drapes, or any other window treatment of any kind whatsoever. The Incubation Center will control all internal lighting that may be visible from the exterior of the building or common area and may change unapproved lighting without notice to Tenant, at Tenant's expense.



## INTERNET SERVICES AND TELEPHONE SERVICES

**Section:** 20.07

**Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To inform Tenants of standards required by the Olivet Incubation and Training Center regarding renovations.

**Policy:**

Wireless access for internet service is provided with the lease agreement. No additional internet connections or lines or services may be leased without prior written approval of the OITC management staff.

Tenant will be responsible for ensuring tenant owned computers are wireless capable.

Each tenant is responsible for purchasing "Digital or Wired" phone services for their business. The tenant will pay all associated costs as determined by the service provider. Service providers other than Comcast must be approved by the OITC Management Staff.



## HEATING, AIR CONDITIONING, AND OFFICE LIGHTS

**Section:** 20.08

**Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To inform Tenants of policies and procedures governing the heating, air conditioning, and office lights.

**Policy:**

Standard operating hours for the building's heating and cooling system are as follows:

- Monday – Friday: 7:00a.m. – 7:00p.m.
- Saturday: 7:00a.m. – 7:00p.m.
- Sunday: 12:00 p.m. – 7:00p.m. (if applicable)

**Policy:**

Standard operating hours for the building's office lights are as follows:

- Monday – Friday: 7:00a.m. – 7:00p.m.
- Saturday: 7:00a.m. – 7:00p.m.
- Sunday: 12:00 p.m. – 7:00p.m. (if applicable)



## CUSTODIAL SERVICES

**Section:** 20.09

**Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To outline policies and procedures governing custodial services.

**Policy:**

Custodial services are not provided by the OITC. Each tenant is responsible for its own custodial services for the space leased. Custodial services consist of maintaining general cleanliness, emptying the trash, and vacuuming. All waste must be removed from Tenant leased space and discarded in commercial receptacle (green dumpster located behind the OITC).



## ID/DECAL

**Section:** 20.10

**Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center(OITC).

**Purpose:**

To provide guidelines for obtaining a parking space as well as providing for guest parking.

**Policy:**

Because the Olivet Incubation and Training Center is a mixed use facility, provisions have been made to give priority to customer/visitor parking located directly in front of the OITC. Tenants are asked to reserve that space for customers.

Tenants are asked to park across the from the OITC, the side street directly adjacent to the OITC, or the in the OITC owned “overflow” parking lot (located on the south end of the OITC”.



**Badge Information**

**General Information**

Last Name \_\_\_\_\_  
First Name \_\_\_\_\_  
Middle Initial \_\_\_\_\_  
Office Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Home Phone \_\_\_\_\_  
Work Phone \_\_\_\_\_  
Cell Phone \_\_\_\_\_  
Email Address \_\_\_\_\_  
Company Name \_\_\_\_\_

**Decal Information**

**Vehicle #1 Information**

License Plate # \_\_\_\_\_  
Year \_\_\_\_\_  
Make \_\_\_\_\_  
Model \_\_\_\_\_  
Color \_\_\_\_\_  
State \_\_\_\_\_

**Vehicle #2 Information**

License Plate # \_\_\_\_\_  
Year \_\_\_\_\_  
Make \_\_\_\_\_  
Model \_\_\_\_\_  
Color \_\_\_\_\_  
State \_\_\_\_\_



## TENANT LISTINGS AND SIGNAGE

**Section:** 20.11

**Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To provide guidelines for standard signage throughout the building and on the building grounds.

**Policy:**

No signs, directories, posters, advertisements or notices shall be painted or affixed on or to any windows or doors, or in corridors or other parts of the Center except in such color, size and style, and in such places as shall first be approved in writing by an OITC Administrator. The OITC Administrator shall have the right to remove all unapproved signs without notice to the Tenant, at the expense of the Tenant.

Each Tenant in the OITC is allowed one space on the receptionist directory listing. Directory listings are in the following formats:

Company Listings	or	Individual Listing
ABC Company, Suite ## Byram Pend, Owner		Pend, Byram Suite ##

Exceptions to building standard suite signage must be approved by the OITC and be appropriate to the building's professional image.



## GENERAL PROIBITIONS

**Section:** 20.12

**Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To provide guidelines for the safety and well being of the guests and Tenants of the Incubation Center.

**Policy:**

- Canvassing, soliciting and peddling in the building are prohibited.
- Sale of merchandise, food, or other items or services not expressly stated in a Tenant lease is prohibited.
- Smoking is prohibited at the OITC.
- Tenants must not cause or permit any improper noises in the building or interfere, injure, or annoy in any way other Tenants, or persons having business with them.
- No animal of any kind shall be brought into or kept in or about the OITC.
- No bicycles, motorcycles or similar vehicles will be allowed in the building.
- No portion of the building may be used for the purpose of lodging rooms
- Plumbing, fixtures, and appliances shall be used only for purposes for which they are constructed, and no unsuitable material shall be placed therein.
- Tenants must not locate furnishings or cabinets adjacent to mechanical or electrical access panels or over air conditioning outlets so as to prevent operating personnel from servicing such units as routine or emergency access may require. The Tenant will pay the cost of moving such furnishings for access.



## EMERGENCY EVACUATION PROCEDURES

**Section:** 20.13

**Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center(OITC).

**Purpose:**

To insure the safety and well being of all Tenants and guests of the Incubation Center.

**Policy:**

- The Incubation Center will schedule regular, semi-annual fire drills. This allows us to practice and prepare for an emergency so we will react in a calm and orderly fashion in the event of a real emergency. These practice evacuations are a coordinated effort for everyone in the building. Your serious commitment to these practice evacuations is appreciated.
- The Business Development Specialist/Instructor will coordinate evacuations.
- All offices will post a floor diagram within your suite so that staff members and guests can clearly see designated exits.
- Each Tenant will follow established procedures for evacuating persons with disabilities.
- If there is a manageable fire, locate the nearest fire extinguisher and attempt to put the fire out while having a co-worker contact an OITC Administrator.

**DO NOT PUT YOURSELF IN HARMS WAY.**



## **FIRE EMERGENCY**

**Section: 20.14**

**Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To provide an explicit procedure in the event of a fire.

**Policy:**

In the event a fire is discovered in your office or you see smoke coming from another part of the building, remain calm and follow these instructions:

- Call the OITC Administrator or 911 if the fire is not manageable.
- Know where the fire extinguishers are located.
- Know the location of the nearest exit.
- In the event of a fire, do not use the elevator.
- Feel any door before you open it to determine if it is hot. If the door is hot, or if smoke is seeping through the cracks, do not open the door. Go to another exit.
- If the exit door feels cool, proceed to evacuate. If there is low hanging smoke, stay low. Crawl on the ground and take short breaths until you reach an exit.
- Follow emergency plan guidelines for evacuating any persons with disabilities.
- Choose a specific site outside the building that is far enough away from the building to avoid injury from explosion or shattering glass to reconvene with your staff once evacuation has been successfully completed.
- Do not return to the building until the Fire Department gives the “all clear”.



## **POWER FAILURE**

**Section: 20.15**

**Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To provide a comprehensive procedure in the event of total power failure.

**Policy:**

In the event of an electrical failure, please observe the following guidelines:

- Contact an OITC Administrator at 901-454-7777.
- If you are instructed to evacuate the building, lock all areas of your premises.
- Do not congregate in the hall, receptionist area or in the street.
- The OITC Administrator will notify you as to when the power will be restored.



## **BOMB THREAT**

**Section: 20.16**

### **Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center (OITC).

### **Purpose:**

To provide a comprehensive procedure in the event of a bomb threat.

### **Policy:**

In the event of a bomb threat:

- Remain calm.
- Record on paper what the caller said, identify as closely as possible the age, sex, and accent of the caller, identify any background noise, and assess the validity of the call.
- Have a co-worker call an OITC Administrator 901-454-7777 and inform them of the call.
- Follow the OITC Administrator directives for evacuation.
- Leave your office doors unlocked and open.
- Do not touch or handle any unusual items you might find. Report them to the authorities.
- Be aware of suspicious persons entering your office or of strange behavior exhibited by any staff person. Any abnormal activity should be reported to the Bomb Squad.
- Take purses, packages, briefcases, suitcases; if left in the Center these items could be suspect and may be destroyed by the Bomb Squad. In addition, during evacuations your office could be left unprotected and security coverage could lapse.



## ADVISORY, MENTORING, AND TECHNICAL SERVICES



## **ADVISORY, MENTORING, AND TECHNICAL SERVICES**

### **Advisory and Mentoring**

**Section: 30.01**

**Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To provide advisory and mentoring guidelines for the Tenants of the Incubation Center.

**Policy:**

The OITC may plan, schedule, publicize and conduct regular training workshops and seminars targeted to the needs of Tenants located in the OITC. These programs may address but are not limited to areas of business accounting & taxes, business law, marketing, customer service etc. As needs arise, other areas of business development will also be addressed.

Initially, mentoring services will take the form classroom sessions. As individual Tenants have specific needs in the areas of expertise of our mentors, they may contact the mentors and enter into their own agreement for services.

The TENANT/owner or designate of the business must attend all business related classes or seminars. Excessive absences (3) will be considered a violation of the Lease Agreement and will result in a percentage (5%) increase in the lease/rent amount.



## MARKETING AND MANAGERIAL ASSISTANCE



## MARKETING AND MANAGERIAL ASSISTANCE

**Section:** 40.01

**Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center (OITC).

**Purpose:**

To outline how a Tenant of the OITC may obtain business counseling.

**Policy:**

OITC Management and Alt 1 Consulting will be available for consultation by appointment.

OITC will provide recommendations in the following areas:

- Improvements for the business plan
- Review of drafts of component parts
- Critique of completed plans

General Business Consultation

The Business Development Specialist/Instructor will provide direction to the principals of early-stage businesses on a variety of topics:

- Growth Strategies
- Market Identification
- Marketing Channels
- Business Advisors
- Professional Advisors

In some cases, the OITC may refer entrepreneurs to individuals or agencies within its network who have the appropriate expertise in given areas.



## FINANCIAL ASSISTANCE



## **FINANCIAL ASSISTANCE**

### **Financial/Consulting Services**

**Section: 50.01**

#### **Coverage:**

All prospective and resident Tenants of the Olivet Incubation and Training Center (OITC).

#### **Purpose:**

To outline how the financial and/or consulting services which may be available to OITC Tenants.

#### **Policy:**

OITC will provide Tenants with information and access to consulting services in the areas of accounting and finance. The OITC will coordinate visits with the Small Business Development Center, Small Business Administration, Mississippi Development Authority, accountants, and other financial specialists. The OITC will assist Tenants in identifying funding sources and financing alternatives including:

- SBA Bank Loans
- Information regarding grant proposal writing for Small Business Innovation and Research



## PRESS RELEASES AND PRESS RELATIONS



## **PRESS RELEASES AND PRESS RELATIONS ASSISTANCE**

### **Section: 60.01**

#### **Press Releases**

Contacts will be established with local newspapers to highlight Tenant activity. Assistance may be provided for preparing press releases. You will be asked to review and sign off on the information before it is sent to the area media. All press releases that refer to the OITC must be approved in advance by the OITC.

### **Section: 60.02**

#### **Press Relations**

“Public Relations” refers to the image your company puts forth in the community. It can involve everything from the brochures you publish to the professionalism you project during a speaking engagement. The OITC may refer Tenants to individuals or agencies within its network that have the appropriate expertise in given areas.



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