



COMMUNITY HANDBOOK

Uptown Bay City
122 Uptown Drive, Suite 204
Bay City, MI 48708
Phone: (989) 289-6724

Midland
801 Joe Mann Blvd, Suite P
Midland, MI 48642
Phone: (989) 264-5044

Mt Pleasant SmartZone
2625 Denison Drive
Mount Pleasant, MI 48858
Phone: (989) 430-2792

Riverfront Saginaw
203 S. Washington Ave, Suite 260
Saginaw, MI 48602
Phone: (989) 824-1062

EMERGENCY – MEDICAL, FIRE & POLICE

Police.....911
Poison Control Center.....(800) 222-1222
Consumers Energy (Gas).....(800) 477-5050

NON-EMERGENCY

Uptown Bay City
Police Dispatch.....(989) 892-8571
Electrical Dept.....(989) 894-8350
Fire non-emergency....(989) 892-8601

Riverfront Saginaw
Police Dispatch.....(989) 759-1229
Electrical Dept.....(989) 759-1421
Fire non-emergency....(989) 759-1383

Mt. Pleasant Smart Zone
CMU Police Dispatch....(989) 774-3081
Police Dispatch.....(989) 779-5100
Risk Management & Safety
Services.....(989) 774-3741

Midland
Police Dispatch.....(989) 631-5716
Electrical Dept.....(989) 837-3300
Fire non-emergency....(989) 837-3410

INTRODUCTION

Welcome! This Community Handbook explains CMURC’s approach to facilities and sets forth certain important guidelines for CMURC Community participation.

CMURC is a professional coworking space with accelerator programs focused on product and strategic development for entrepreneurs to positively impact the economy in the Great Lakes Bay Region. It brings together local, regional and statewide partners to accelerate the success of entrepreneurs, growing businesses, and jobs by leveraging the resources of Central Michigan University, the Mount Pleasant SmartZone, and the Michigan Economic Development Corporation’s 21st Century Jobs Trust Fund.



GUIDELINES FOR ADMISSION

It is the primary mission of CMURC to support company growth that enables enabling client companies to expand their services and create jobs in the region. Every effort will be given to provide advice and assistance with the below items. Individuals utilizing these facilities will be participating as a CoWork Member, Right Choice Program Member and Passport Member

Entrepreneurial CoWork

An individual membership for anyone that wants to be part of an entrepreneurial support system. The two membership options are Regional and Basic.

A Basic membership includes 24/7 access and conference room access at one location.

A Regional membership includes 24/7 access and conference room access at all locations. This membership also includes a designated desk, a sign, and a mailbox at one headquartered location.

Professional CoWork

For entrepreneurs, professionals and service providers to come together and expand their business footprint. The three membership options are Basic, Regional and Professional.

A Basic membership includes 24/7 access and conference room access at one location. This membership also includes an office one day per week, a mailbox and signage at one headquartered location.

A Regional membership includes 24/7 access and conference room access at all locations. This membership also includes an office one day per week, a mailbox and signage at one headquartered location.

A Private membership includes 24/7 access, conference room access and a full-time headquartered office at one location. This membership also includes a mailbox and signage in one location.

Corporate CoWork

For corporations that are looking to engage with the entrepreneurial support system, along with wanted off-site meeting space. The two membership options are Basic and Regional.

A Basic membership includes 24/7 access, conference room access and signage at one location.

A Regional membership includes 24/7 access and conference room access at all locations. Members can also visit the VIP Rooms in Bay City, Midland and Saginaw.



This membership also has mentorship opportunities with entrepreneurs and signage posted throughout all facilities.

Prior to Admittance: Once accepted into the CMURC Community, a CoWork Community Membership Agreement must be signed and on file.

FACILITIES & SERVICES

Business Hours

Regular Business Hours are as follows: Monday through Friday from 8 AM – 5 PM. The doors will be locked before and after the specified times. Based on the terms of the agreement, all levels have access to the facility on a 24/7 basis. Electricity, heating and air conditioning will be provided for comfortable and suitable occupancy of the premises under normal business operations, 24 hours a day, and seven days a week.

Scheduled Holiday Building Closings

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Eve Day
- Christmas Day

Security & Building Access

Security is everyone's responsibility. Clients will be responsible for meeting and escorting guests to and from their offices. Keys and key fobs will be distributed once a CMURC lease has been signed. Key fobs permit entry to the building through the outside doors at each end of the building as well as through the main lobby door. Keys are provided for specific leased space only. Each tenant will receive one (1) key fob. Additional keys and key fobs are \$20.00 each. Lost keys and/or key fobs must be reported immediately. You will be subject to a lost key fee of \$100.00, which will be used by CMURC to cover cost of replacement of key and recoring of lock. All keys and key fobs must be accounted for and returned upon leaving CMURC permanently. When an employee who has been assigned a key and/or key fob leaves employment with the tenant at CMURC, the company is responsible for returning the key and key fob to CMURC manager. Please do not reissue the key to another employee.

Background checks may be required for tenants and employees.



Visitors and Guests

We welcome visitors and guests to the CMURC facility. We ask all guests to sign in at the front desk and the tenant will be contacted upon their arrival. For security reasons, your guests must be escorted to your office and around the building. Entrance into other suites is prohibited without permission. Please inform a CMURC manager when you will be expecting visitors and be sure the visitor has your contact information should the front desk be temporarily vacant.

Dress Code

Because our work environment services numerous customers, professional to business casual attire and appropriate grooming is essential. A few examples of appropriate business attire include button up shirts with pressed khaki pants, a sweater and shirt with pants, jacket, sweater and skirt or business suit. Jeans are appropriate with collared shirts or sweaters if not dealing directly with clients, however, not allowed attire includes, but is not limited to: Casual flip flops and/or sandals, Sweatpants, Shirts without sleeves, and/or Shirts that expose abdomen area.

Conference Rooms

Conference rooms are available for all tenants and agreed upon CMURC clients on a first come first served basis. Tenants are responsible for providing their own refreshments for meetings. The coffee pots and dispensers are available for use in the conference rooms and break room.

There are ipads outside each conference room where you can schedule conference rooms in advance, or contact a CMURC staff member at your desired facility to reserve conference rooms as soon as possible. Please be kind to your fellow tenants by releasing reserved rooms when meetings are cancelled. It is your responsibility to clean and return the room to its original arrangement immediately following end of all meetings.

Tenants are responsible for cleaning conference rooms immediately following meetings. All trash, such as paper goods, Styrofoam cups, etc. should be placed in waste receptacles. Empty and rinse coffee carafes. Wash and return coffee cups to the conference room. Please remove any materials used for demonstration purposes and erase material on white boards. Return any moved furniture to original arrangement.

EVENT POLICY

If you would like to host an event, requests to host in a CMURC Facility must be submitted to CMURC team member no later than 14 days prior to the event date. The following information must be submitted: Event Date, Event Description, Event Hours, Event Host Name, Event Host Contact, Anticipated Guest Count, Catering Company, Janitorial Provided By.



Should a conflict arise, consideration of the tenant's reservation request shall be weighted based on equitable factors, including the tenant's leased space. The maximum occupancy of CMURC spaces varies and must be adhered to at all times.

Catering companies must be licensed to serve food and alcohol. Event hosts must remain present for the duration. No smoking is permitted anywhere in or around the building.

Housekeeping: Please ensure space is returned to original condition at conclusion of the event. A minimum charge of \$100 will be levied to any party not complying to cover costs for additional cleanup. Any damage to the space will be charged to the responsible party – report any damage to CMURC team.

Noise Ordinance: Out of respect for local and surrounding businesses, noise is prohibited between the hours of 9 p.m. and 7 a.m.

Kitchen

The kitchen is available for use by all tenants. Coffee will be available. If your facility is out of coffee, please notify the front desk immediately.

If you use the sink area, microwave, toaster, or refrigerator, please leave it clean, this includes washing your coffee cups and dishes and wiping out spills and splatters in the microwave.

Please remove any items that you may have stored in the refrigerator that are old or spoiled. Cleanliness is important not only as a common courtesy, but also because there are frequent visitors who tour the CMURC and a positive impression is important.

Hazardous Materials

Use and disposal of hazardous materials are the responsibility of the tenant and must be handled in accordance with all applicable local, state and federal regulations. Hazardous materials shall be disposed of only by a licensed and insured hazardous waste hauler. CMURC staff shall be notified of the type of hazardous waste and the timing of its removal 72-hours prior to its removal.

Information Technology Services

Internet services will be provided by CMURC and the tenant will receive either a guest login or a secured username and password to access the internet. Telephone services can be provided to clients and service provider tenants for a fee by qualified vendors. Clients and service provider tenants may be asked to identify IT services and/or to meet with the CMURC manager prior to move-in to determine their communication needs.



Mailroom & Copier Services

A mail, scan and copy area is available for tenants. At CMURC, mail will be delivered to specific mail boxes or held by CMURC until able to do so. All incoming mail and packages must of name of business, suite #, and contact individual for delivery.

Carrier	Telephone Number	Web Tracking Page
FedEx	1-800-463-3339	www.fedex.com/us/track
DHL	1-800-247-2676	www.dhl.com/en/express/tracking.html
UPS	1-800-742-5877	www.ups.com/tracking

Client shall not use the loading docks or receiving areas of the building except in accordance with regulations for their use established by CMURC. CMURC will not accept shipments on client’s behalf.

Signage & Logos

All clients will be able to have company names and logos displayed outside their offices/cubes. Logos will be created at the client’s expense and mounted by CMURC facilities staff. If CMURC clients wish to use the CMURC logo in their advertising and promotional efforts, they should make a written request to CMURC. The CMURC logo may not be used under any circumstance without permission.

Parking

Parking for CMURC Community Members is provided for no cost at a first come, first served basis in designated areas at each facility.

Trash, Recycling & Housekeeping

Trash containers will be provided and janitorial staff will clean and remove trash each week. If you require more trash removal, please take to designated dumpsters at the facility.

POLICIES & RULES

The following rules will apply to all leases and licenses, provided that on a case by case basis CMURC may agree to rules other than set forth in this handbook. In such cases, or if there is a conflict between provisions within this handbook and a tenant’s lease or license agreement, the terms of the lease or license agreement will apply.

1. Client shall not solicit business from other clients in the building and shall not exhibit, sell or offer to sell, use, rent or exchange any item or services in or from the premises unless ordinarily included within client's use of the premises as specified in the lease.
2. Client shall not make any use of the premises which may be dangerous to person or property or which shall increase the cost of insurance or require additional insurance coverage.



3. Client shall not paint, display, inscribe or affix any sign, picture, advertisement, notice, window coverings, lettering or direction or install any lights on any part of the outside or inside of the building, and then not on any part of the inside of the premises which can be seen from outside the premises, except as approved by CMURC in writing.
4. Client shall not use the name, logo, trademark or pictures of the building in advertising or other publicity, without CMURC's prior approval.
5. Client shall not obstruct or place objects on or in sidewalks, entrances, passages, courts, corridors, vestibules, halls, elevators and stairways in and about the building. Client shall not place objects against glass partitions or doors or windows or adjacent to any open common space which would be unsightly from the building corridors or from the exterior of the building.
6. Bicycles shall not be permitted in the building other than in locations designated by CMURC.
7. Other than service animals, animals are not allowed on the premises of any CMURC building.
8. Client shall not disturb other clients or make excessive noises, cause disturbances, create excessive vibrations, odors or noxious fumes or use or operate any electrical or electronic devices or other devices that emit excessive sound waves or are dangerous to other clients of the building or that would interfere with the operation of any device or equipment or radio or television broadcasting or reception from or within the building or elsewhere, and shall not place or install any projections, antennae, aerials or similar devices outside of the building or the premises.
9. Client shall not waste electricity or water and shall cooperate fully with CMURC to assure the most effective operation of the building's heating and air conditioning and shall refrain from attempting to adjust any controls. Client shall keep all doors to the premises closed and not bring any supplemental heating or cooling devices (i.e. space heaters).
10. Except as otherwise provided in the lease, client shall not install any signal, communication, alarm or other utility or service system or equipment without the prior written consent of CMURC.
11. CMURC may require that all persons who enter or leave the building identify themselves to security personnel, by registration or otherwise. CMURC, however, shall have no responsibility or liability for any theft, robbery or other



crime in the building. Client shall assume full responsibility for protecting the premises, including keeping all doors to the premises locked after the close of business.

12. Client shall not overload floors; and client shall obtain CMURC's prior written approval as to size, maximum weight, routing and location of furniture, business machines, safes, and heavy objects. Client shall not install or operate machinery or any mechanical devices of a nature not directly related to client's ordinary use of the premises.
13. In no event shall client bring into the building flammables such as gasoline, kerosene, naphtha and benzene, or explosives or firearms or any other articles of an intrinsically dangerous nature.
14. No person or contractor, unless approved in advance by CMURC, shall be employed to do janitorial work, interior window washing, cleaning, decorating or similar services on the premises.
15. Client shall not use the premises for lodging, cooking (except for microwave reheating and coffee makers) or manufacturing, or selling any alcoholic beverages or for any illegal purposes.
16. Client shall comply with all safety, fire protection and evacuation procedures and regulations established by CMURC or any governmental agency.
17. Client shall cooperate and participate in all reasonable security programs affecting the building.
18. Client shall not go onto any other non-public areas on the premises and CMURC reserves all rights to control the public and non-public areas of the building. In no event shall client have access to any electrical, telephone, plumbing or other mechanical closets without CMURC's prior written consent.
19. Client shall not dispose of any foreign substances in the toilets, urinals, sinks or other washroom facilities, nor shall client permit such items to be used other than for their intended purposes, and client shall be liable for all damages as a result of a violation of this rule.
20. Client shall not smoke nor permit its employees, guests, invitees or others to smoke in any areas of the building or at entrances. Both smoke or smoke-less tobacco products are prohibited inside all CMURC facilities.
21. CMURC reserves the right to periodically modify these policies, rules, handbook terms and schedules or alter them on a case-by-case basis through discussions with client companies.



22. Tenant shall indemnify and hold harmless CMURC, its officers, agents and servants, from and against any and all claims, actions, liability and expense in connection with loss of life, bodily injury and damage to property arising from or out of any occurrence in, upon or at the leased premises, or the occupancy or use by tenant of the leased premises or any part thereof, or occasioned wholly or in part by any act or omission of tenant, its agents, contractors, employees, servants, subtenants or invitees, unless the same be caused by the willful act of CMURC.

23. Alcoholic beverage regulations: Dispensing of all alcoholic beverages shall be subject to approval by CMURC management. All alcoholic beverages shall be restricted to designated areas in each building. 1) Alcoholic beverages shall NOT be allowed in hallways, restrooms, or any area that has not been authorized by the director of the center. 2) The following restrictions shall govern all activities where alcoholic beverages are served: a) Michigan State laws will be met as governed by the Michigan Liquor Control Act. b) Upon request, any person or persons shall display picture identification as proof that such person has reached the legal drinking age. c) The sale of alcohol on the premises is prohibited.

24. Facility Closure: CMURC operations may be suspended due to weather conditions, physical damage or other emergency conditions that prevent normal operations. The decision to close all or part of the facilities for reasons of weather, building conditions or disruptive actions will be made by the President and CEO or his/her designee.

BUILDING EVACUATION AND EMERGENCY PROCEDURES

FIRE ALARM PROCEDURES

Please remember, the nature of the materials in our building may be flammable and/or explosive. Keeping this in mind, please take the following procedures seriously.

In Case of Fire Alarm Sounding

1. Assume there is an actual emergency unless you have been previously informed that testing is taking place.
2. Leave the building immediately, no questions asked, using the NEAREST EXIT. Assist others in your suite/hallway only.
3. Move away from the building as quickly as possible.
4. Gather at a designated location outside and away from the facility. Participate in roll call. Provide information as to visitors or people who may be unaccounted for. Give roll call information to fire/police personnel.
5. If flames or smoke can be seen, contact 911 from outside of building by cell phone.
6. DO NOT RE-ENTER THE BUILDING until the all-clear is announced.

In Case of Smoke or Flames

1. Pull nearest wall mounted fire alarm which can be found at exit doors.
2. Leave the building immediately, no questions asked, using the NEAREST EXIT. Assist others in your suite/hallway only.
3. Move away from the building as quickly as possible.
4. Gather at a designated location outside and away from the facility. Participate in roll call. Provide information as to visitors or people who may be unaccounted for. Give roll call information to fire/police personnel.
5. Contact 911 from outside of building by cell phone.
6. DO NOT RE-ENTER THE BUILDING until the all-clear is announced.

TORNADO/SEVERE WEATHER INFORMATION

Tornado WATCH: Conditions are favorable for a tornado to develop.

Tornado WARNING: Tornado has been spotted in the area.

Tornado Danger Signs

- Bad thunderstorms thunder, lightning, hard rain, strong winds
- Hail bullets of ice from a dark, cloudy sky
- Roaring noise like ten jet planes or a hundred railroad trains
- Funnel a dark spinning "rope" or column from the sky to the ground

In the Event of a Tornado WATCH

1. Please follow the procedures assigned.
2. The CMURC office will then contact the various tenant employees in the CMURC and inform them of the Watch.
3. Tune radios to a local radio station for weather information.

In the Event of a Tornado WARNING

Generally, a warning is issued 3 minutes before a tornado touchdown is anticipated, so it is very important to be able to guide occupants to their specific shelter area as quickly and efficiently as possible.

1. Secure the office/laboratory
2. Proceed to shelter areas immediately

LOCATION OF TORNADO SHELTERS: All restroom facilities at the CMURC Research Facility have been designated as tornado/severe storm shelters.

If you are unable to reach a designated tornado shelter, find the lowest point in the area, away from windows and take cover under the most secure object you can find.

Things to AVOID if you cannot reach the shelter area:

- Wide expanse ceilings



- Areas containing windows, display cases, or other glass
- Areas containing a large amount of chemicals
- Large open areas
- Areas with a large amount of debris

BOMB THREAT EMERGENCY

In the event a bomb threat is received:

1. Try to obtain as much information as possible from the caller, including:
 - Expected time of the explosion
 - Location of the bomb
 - Size and type of the bomb
 - Reason bomb was placed
2. Immediately call 911 and inform other CMURC staff.

If a bomb or suspicious device is found, or if you believe the threat to be valid, evacuate your area in accordance with the guidelines of gathering at the driveway entrance by the mailbox. Participate in roll call. Provide information as to visitors or people who may be unaccounted for. Give roll call information to fire/police personnel. An "All Clear" will be given on the building when authorized by the police