



TPU Member Manual

Policies & Procedures

Revised August 22, 2006

Purpose and Scope of Member Manual

PURPOSE

To provide a central, authoritative reference source for identifying and communicating policies and procedures to all Members of Tech Park U. This document should be the first resource for determining the existence of such policies.

SCOPE OF MANUAL

This manual is intended to transmit guidelines that apply to the Incubator's operations in general with regard to Member services. These policies and procedures are meant to supplement, not supersede, any legal contractual arrangements between the Member and the Louisiana Technology Park (LTP) that would be documented in the Incubator Company License Agreement, the Equity Agreement, or any other contract.

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

An updated copy of this manual is available for review by Members from LTP staff.

Incubator Services and Fees

PURPOSE

To provide a wide variety of Incubator services for companies wishing to convert an idea into a business.

BASIC INCUBATOR SERVICES

- A single cubicle (24/7) is provided within the Incubator facility for each company. Actual space is allocated depending upon the demonstrated needs of the TPU Member and the availability of space. An additional cubicle in the Tech Park U room may be made available for expansion.
- Access to the coaching and mentoring services through our Strategic Partner Program providing gratis or discounted business services in the following areas: business, legal, accounting, marketing, consulting, human resources, and other general business disciplines
- Access to venture capital through the Strategic Partner Program
- Shared Receptionist / Secretarial Services
- Telephones
- Office Furniture
- Broadband access to the web (uptime is NOT guaranteed)
- Utilities are included
- Information Technology (IT) support may be available through LTP's contract with Network Technology Group (NTG). All requests for such support must be made by email to the Executive Director (Doug Lee) with copy to the Director of Finance (Molly Ball). It will then be determined whether the request is covered by the existing contract. Should a TPU Company contact NTG directly for services, those services shall be billed directly to the TPU Company at the TPU Company discounted rate.
- Access to network printers and office copiers and fax
- Access to state-of-the-art conference room and Training Center on a first-come, first-served basis.

Invoices are issued on a monthly basis under "due upon receipt" terms. TPU membership fees are billed in advance.

Criteria for Discontinuation of Services or Expulsion

Members shall be considered for termination in the TPU program if one or more of the following conditions exist:

- The controlling ownership interest in Member has changed with LTP's written approval since Company's admission or re-admission in the program
- Member changes business model without prior approval of LTP
- LTP determines that business model is no longer viable
- Member is more than 30 days in arrears in paying LTP fees and expenses.
- Member or Member's staff or visitors have engaged in behavior that adversely affects the Louisiana Technology Park, LTP Member Companies or TPU Companies.
- TPU Member misses two or more FastTrac® training meetings or two or more

“Brown Bag” Member meetings.

These criteria do not supersede the Incubator Company Agreement or Equity Agreement. The decision for expulsion shall be final and is at the sole discretion of the Executive Director in consultation with the Board President.

Confidentiality Among Incubator Members

PURPOSE

To insure confidentiality of information and data among Louisiana Technology Park Incubator Members and TPU Members.

PROCEDURES

Each Member of the Incubator 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 Incubator or TPU Member 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 disclosure thereof without the disclosing party's written consent.

Conference Room With Teleconferencing Equipment

PURPOSE

To provide Members with guidance regarding the use of the conference room and teleconferencing equipment.

PROCEDURES

Each TPU Member has the use of the conference room on a “first-come, first-served” basis. Each room is equipped with table, chairs, markers and a white board and can accommodate 8-10 people.

- Requesting conference room: Any requests for use of the conference room should be coordinated with the receptionist. All requests should be entered on the conference room schedule. (Only Conference Rooms A and B are available to TPU Members)
- Requesting teleconferencing equipment or scheduled conferencing service with phone carrier: Any requests for teleconferencing should be coordinated with receptionist with a minimum of 2 days advance notice. All approved requests should be entered on the teleconferencing schedule.

Copy Machine

PURPOSE

To provide Members with on-site black & white and color photocopying.

PROCEDURES

Copying can be done on a self-service basis. Each Member is issued a copy code or other copier use tracking device that will be assigned to you for making copies. Access to the on-site color copier can be arranged with any of the LTP staff members. At no time are non-LTP employees allowed in the LTP Staff kitchen where the color copier is located.

Facsimile Machine

PURPOSE

To provide Members with in-house facsimile services.

PROCEDURES

Member companies wishing to use the LTP fax machine must give the fax to the receptionist or office manager.

PRICING

Included in the \$99/month fee.

Telephone services with voice mail and/or answering service

PURPOSE

To provide convenient, reasonably priced telephone and voice mail services

PROCEDURES

Each Member is provided with telephone service as a standard service.

- Telephone lines: All Members will be assigned telephone numbers within the block assigned to the Louisiana Technology Park by our supplier of dial tone
- Telephone equipment: One multi-line speakerphone is provided to each cubicle. An additional telephone is available if warranted.
- System features: The telephone features an office-to-office intercom and call transfer, forwarding, reminder and recall.
- Voice mail features: Standard voice mail functionality will be offered with a maximum of 5 voice mail boxes per Member.

Member companies will be given an inventory of the telephones units assigned to them. Those companies will be responsible for the security of each of the telephones. Should any telephone units not be accounted for, the company will be responsible for replacing the unit at a fee of \$500/unit.

PRICING

Any telephone services not provided may be available at additional fees. Please see Office Manager.

Projection Equipment

PURPOSE

To provide Members with on-site projection equipment

PROCEDURES

An LCD projector, television and VCR are available for TPU Member use. Members should contact the receptionist to use or sign out this equipment. If equipment is needed for offsite presentations, the request should be submitted in writing with at least 24 hours notice.

PRICING

This equipment is available on a “first-come, first-served” basis at no charge. Members are responsible for any damage to equipment caused by their misuse.

Mail Room

PURPOSE

To provide Members with onsite mail facilities.

PROCEDURES

- Incoming mail: Members will be provided with a mailbox to house their incoming mail. The mail can be picked up from the receptionist during normal business hours. After normal hours all mail will be secured until the following business day.
- Outgoing mail: Outgoing mail that is pre-stamped or posted can be left with the receptionist. Any mail that requires special handling should be handled through the office manager. Bulk mailings should be handled through secretarial or letter shop services.
- Packages to be shipped FEDEX, UPS, or by other carrier: Companies must arrange for their own pickup and billing. Packages cannot be left at the front desk for pickup. There is a FEDEX drop-off box located outside the front office door.
- Certified Mail: It is the policy of LTP not to sign for certified mail addressed to TPU Members. We will attempt to locate an appropriate Member representative to take delivery of Certified Mail. However, if none is available, LTP will ask the U.S. Postal Service carrier to attempt delivery at a later date.

PRICING

Mail delivery and pick-up will be available at no cost. TPU Members are encouraged to establish their own accounts with UPS, Fedex, etc. UPS is a Strategic Partner member and discounts are available when this service is used. There is also a Fedex/DHL drop-off location outside the main LTP entrance.

Lounge Facility

PURPOSE

To provide Members with on-site kitchen facilities and a snack/break area.

PROCEDURES

Members will have use of a community kitchen and snack area. This area will be controlled by the staff of LTP.

- Kitchen area: The kitchen area contains a refrigerator, microwave, and a table and chairs. All Members are expected to clean the kitchen area after use.
- Snack area: The snack area contains a soda vending machine and snack vending machine. Members and their visitors are free to use this area but will clean the area after each use. Coffee is provided at no additional charge.

PRICING

The kitchen area is available for use at no cost. The drink and snack vending pricing will vary.

Office Furniture

PURPOSE

To provide TPU Members necessary basic furnishings to conduct business

PROCEDURES

Basic cubicle furniture is provided to TPU Members within their office/cubicle space. Additional furniture needs can be requested at an additional fee subject to availability and space.

PRICING

This service is included in the TPU package.

General Office Practices

PURPOSE

To provide policies for general office practices

PROCEDURES

The following policies are adopted for employees and Members of the Louisiana Technology Park & Tech Park U:

- The Louisiana Technology Park Incubator offices and common areas (sidewalks, hallways, and areas immediately adjacent to buildings) are designated “Non Smoking”
- Employees of LTP and Members companies will be issued security codes for access to the facility. All guests must be announced and accompanied at all times by an LTP employee or an official of the Member company whom the guest is meeting
- All Members will respect the privacy of and practice courtesy toward other members of the LTP
- Members may not post anything on the walls or hang anything on the exterior windows without written permission from LTP.
- LTP administrative staff is available to assist Member Companies with projects including but not limited to binding, copying, on a first-come, first-served basis. All requests for such assistance must be coordinated through the Director of Finance.
- Incubator Members are not allowed to bring pets into the LTP offices

Fitness Room

PURPOSE

To provide Members with exercise equipment.

PROCEDURES

The Tech Park has provided exercise equipment for the benefit of Member Company employees. Rules for the use of that equipment are as follows:

- All equipment is used “at your own risk.” LTP assumes no liability for injuries that might occur due to equipment usage.
- Only members of TPU are eligible to use the exercise room.
- The lockers in the shower are provided for temporary storage of clothing while exercising. Clothes may not be left in lockers overnight.
- Please wipe down the equipment following exercising.
- TPU members are SPECIFICALLY PROHIBITED from allowing ineligible individuals to enter the building to use this equipment at any time.

Pricing

This service is included in the TPU package.

Security

PURPOSE

To provide Members with a safe, secure facility

PROCEDURES

- Admission to the Incubator is controlled by a biometric hand scanning device. Employees will be issued PIN numbers and will have their hands scanned to permit entrance via the biometric scanner.
- Security cameras monitor and record activity within the LTP building.
- A security officer will be on duty in the Network Technology Group facility.

PRICING

This service is included in the TPU package.

Parking

PURPOSE

To provide Members and their visitors with adequate parking near the LTP facility

PROCEDURES

LTP Members, their staff and visitors have generous free parking adjacent to the Incubator

Janitorial Services

PURPOSE

To provide Members with clean facilities to conduct business

PROCEDURES

LTP has contracted with an independent janitorial service to maintain the Incubator facility. The facility is cleaned every weekday evening. Janitors take out trash, vacuum floors, and maintain the kitchen, snack and bathroom areas. Any detailed cleaning such as desktops, etc. are the responsibility of TPU members.

PRICING

This service is included in the TPU package.

Utilities

PURPOSE

Utilities including electricity, water, local telephone service, and normal broadband services are included in the Basic Incubator Services package.

PROCEDURES

Broadband use will be monitored and unusually large users will be required to pay an additional fee based upon their usage.

PRICING

See Office Manager for pricing schedule for additional broadband. All other utilities are included in the TPU package.

Bookkeeping Services

PURPOSE

To provide Members with advice for financial record keeping and bookkeeping.

PROCEDURES

This service is provided through the Strategic Partner Program in consultation with LTP Director of Finance. The program is not designed to take the place of a bookkeeper for the Member but to assist the Member in establishing and maintaining standard and acceptable accounting practices for the business.

PRICING

This service is included in the TPU package.

Referrals to Funding Sources

PURPOSE

To define LTP's responsibility in helping Members obtain funding sources.

PROCEDURES

Referrals

LTP maintains a relationship with a variety of potential investors (e.g., venture capitalists, investor funds, angel investors) through the Strategic Partner Program. The Executive Director will select Member companies for referral to LTP's Strategic Partner funding sources based on the Member's financial need, the industry sector of interest to the investor, and the likelihood that the firm will meet the basic investment criteria of typical investors. If a meeting is arranged for the Member, the LTP will work with the Member to ensure it is properly prepared (e.g., review of business plan, Power Point® presentation, and assistance in preparing presentation). But as a matter of policy, no LTP employee will be directly engaged in raising capital for the Member AND NO TPU MEMBER MAY CONTACT OUR FUNDING SOURCES WITHOUT PRIOR APPROVAL!

In accordance with its charter and mission statement, the Louisiana Technology Park is acting solely to facilitate the development and growth of your company. It is not, and will not act as, your agent, promoter or partner. Under no circumstances shall you (i) use our name in any communication to prospective investors or acquirers without our written consent, or (ii) indicate to any third party that we are sponsoring, endorsing or otherwise passing upon your business, your business model or any private or public offering made by you.

Presentations to Investors

LTP may from time-to-time organize financing forums that will bring funding resources to acquaint funding sources with Incubating Members. Members will be given the opportunity to give a presentation to the forum in an attempt to secure funding. LTP will work with Members before the forum to ensure they are properly prepared.

Networking

Members are encouraged to take advantage of the entrepreneurial networks provided by the LTP. Other entrepreneurs often can provide the best alternative to direct connection to funding resources. Members and businesses located within the Technology Park may provide a Member with a valuable contact.

PRICING

This service is included in the TPU package.

Recruitment & Resume Referral

PURPOSE

To provide Members with a means of meeting staffing requirements.

PROCEDURES

- Resume book: A resume book will be kept at the receptionist desk for all incoming resumes. Member may select and interview potential candidates from this book.
- Recruiting website: Members may post available positions on the LTP website [www.LaTechPark.com]. Potential candidates can view available positions and apply online.
- Members may post job openings on the Louisiana Department of Labor web site. [www.ldol.state.la.us/] Please contact the Louisiana Department of Labor for information on posting job openings to their site.
- Another resource for staffing is through the Strategic Partner Program human resources suppliers. Please see the Strategic Partner Program folders for those resources.

PRICING

This service is included in the TPU package.

Legal & Professional Services (Strategic Partner Program)

PURPOSE

To provide Members with convenient, affordable legal and professional assistance.

PROCEDURES

The Strategic Partner Program is a valuable resource for legal and professional services. The Office Manager will maintain a list of all companies currently enrolled in the Program. The criteria for participating in the Program by vending companies or organizations is as follows:

Private Sector

- Provide a service or product that, in the final judgment of the Louisiana Technology Park management, adds value to Incubating Members of the Technology Park.
- Provide Incubating Members a minimum of *1 hr / month of free consultation and for services rendered beyond that time. Once proposed and accepted, that fee structure will be available for public review and on file in the Incubator offices. Fees for services not covered by the fee structure on file will be negotiated directly between the Incubating Member and the vendor.
- Make available for Incubating Members a quarterly teaching “seminar” covering your company’s area of expertise. That seminar will be a one hour event which will be a class environment attended by Incubating Member companies.
- Be willing to display your company’s logo as a Strategic Partner at the LTP offices.

Educational Institutions

- Create a free mentoring program for Incubator Members business needs addressing the following areas: valuation; business plan development and review; marketing and market research and analysis; financial analysis; science and technology; legal; and/or other areas deemed beneficial to Incubating Members in need of coaching and mentoring. Those mentors may be taken from the institution teaching staff, graduate or undergraduate students at the discretion of the educational institution. The educational institution will assign a liaison officer(s) to locate, assign, and monitor individuals for specific areas of mentoring. The liaison officer will be notified by LTP when those individual coaches or mentors will be utilized.
- Assist in channeling “deal-flow” into the incubator in the form of young startup companies by watching for promising startup ideas or companies that might benefit from a professional incubation program.
- Be willing to display institution’s logo as a Strategic Partner at the LTP offices.

Governmental

- Provide consultation or training on as-needed basis for Incubating Members.
- Be willing to display your group’s logo as a Strategic Partner at the LTP offices.

Cities/Parishes

- Assist in channeling “deal-flow” into the incubator in the form of young startup companies by watching for promising startups in your region that might benefit from a professional incubation program.
- Informing high net worth individuals (angels) in your area of potential investment opportunities in companies in the incubator.

- Be willing to display your city/parish logo as a Strategic Partner at the LTP offices.

* Rate is negotiable based upon Incubator Members' needs of Strategic Partner's services or products.

PRICING

This service is included in the TPU package.

In-House Public Relations

PURPOSE

Louisiana Technology Park will provide in-house public relations and marketing services to all Incubator Members.

PURPOSE

Louisiana Technology Park through its Strategic Partner Program and LTP Director of Communications will provide Members with public relations and marketing expertise and guidance in developing overall marketing plans and strategies.

PROCEDURES

Louisiana Technology Park will offer the following services to all Members including, but not limited to:

- Assisting Members in developing a unique market plan, strategies, and identity
- Producing Member profiles and general marketing information for Incubator Members for distribution to key organizations that would promote these companies to global markets. Leads will be generated to link Members to new markets, customers and partner opportunities
- Promoting Incubator Members within a network of facilities and partners
- Coordinating Member promotions within LTP's facility and during industry and venture capital trade shows
- Supporting Member promotions through LTP's media relations and communications department utilizing radio, print, TV and the Internet
- Hosting Incubator Member profiles on LTP's web site to create global presence and exposure

PRICING

This service is included in the TPU package.

Press Contacts

PURPOSE

To provide Members access to media contact.

PROCEDURES

- Provide for distribution of press releases to state and local media. National distribution is available at additional cost.
- Product launch assistance through our Marketing Department.
- Contacts with the local and national press.

PRICING

This service is included in the TPU package.

Mentoring Program

PURPOSE

To provide TPU Members assistance in locating mentors to provide advice to entrepreneurs.

Mentors provide advice on the business problems faced by entrepreneurs. The mentor will assist the Member in addressing day-to-day issues the Member may need to address by providing hands on “how-to” assistance. This guidance does not, however, extend to consultation type services such as the actual writing of business plans, designing incentive plans, or writing contracts. The mentor will help the Member identify the road to take, but he/she won’t do the driving for the Member.

PROCEDURE

The Member should contact the Executive Director for assistance in locating an appropriate mentor. Member and mentor shall be solely responsible for determining their relationship.

PRICING

This service is included in the TPU package.

In-House Consulting

PURPOSE

To provide Members with high quality professional services that will accelerate the successful graduation of the business in the Incubator.

PROCEDURES

LTP will obtain services from organizations through its Strategic Partner program and provide these services to all Members. Services such as the following are available to Members:

- Accounting procedures diagnostics
- Initial business plan diagnostics
- Tax services diagnostics
- Cash flow and pro forma financial statement development
- Business plan development

PRICING

See Strategic Partner files for offerings and discount fee structure.

Seminar Series & Training Programs

PURPOSE

To provide Members access to business expertise through a seminar program. (This is also accessed through the Strategic Partner Program.)

PROCEDURES

- Regular seminar series where industry experts discuss areas of importance to growing technology companies (Brown Bag Lunches)
- TPU Members are required to participate in FastTrac® Training Programs offered through LTP
- Courses on marketing on the Internet

PRICING

This service is included in the TPU package.