



a Carroll Tomorrow initiative

Member Handbook

500 Old Bremen Rd
Carrollton, Ga 30117
678-890-2333

as of 05/05/17

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General Information

What is The Burson Center?

The Burson Center is a system of services designed to help facilitate entrepreneurship, innovation, and Stage I/II business development in the Carroll County/West Georgia area. It fosters an environment for planning, organizing, and expanding a business as well as building a solid foundation which will improve long-term success.

Members must realize that the incubator is a “temporary home”. It is not intended to be an “inexpensive place to do business”, but rather is **designed to provide resources and assistance to early stage companies during their critical development periods.**

Mission

To provide business planning and expansion coaching, counseling, a network of managerial and technical support, affordable office space with business services, and an entrepreneurial environment which encourages new ventures and minimizes risk.

Goals

- 1) Reduce business failures
- 2) Create jobs
- 3) Encourage new capital investment
- 4) Grow new companies and innovation opportunities
- 5) Increase expansions

Background

The Burson Center began development in 2004 through a partnership of several public and private agencies, under the direction of the Carroll County Economic Development Foundation, d/b/a Carroll Tomorrow, a 501c3 economic development public-private partnership. The building is named for Dr. John Burson, a local physician and area philanthropist, who donated it to Carroll Tomorrow for the purpose of new business development and expansion. Carroll Tomorrow, owns and operates the Center. The Center opened for operation in July, 2006.

Location/Logistics

The Center is located at 500 Old Bremen Road, Carrollton, Georgia. Six miles south of I-20 on U.S. 27, take Columbia Drive west to Old Bremen Road, turn left. The Burson Center is on the right approximately ½ of a mile.

The Burson Center is a 24/7 operation providing secure access to resident Members. Regular administrative hours are Monday-Friday, 8:30am – 5:00pm.

Measurement of Success

All businesses involved in the incubation process should strive to achieve at least one of the following objectives by the end of three (3) years of operation:

- Annual net sales of one million dollars or more
- Growth to 10+ employees
- Acquisition by a larger company
- Space needs of more than 2 offices or 2,000 square feet in warehouse
- Consistent profitability and/or income exceeds expenditures by 50%

Exclusions

- More than two (3) years in business
- Direct retailing or high traffic service delivery to the general public
- Exceeds \$1 million in net worth
- Average net income after taxes (two years preceding) exceeds \$500,000

Member Admission Procedure

1. Make an appointment for an initial consultation and pre-screening with the Incubator Manager. This will be an informal discussion about your business to determine the type(s) of assistance needed and available.
2. Review the information package which includes: the Member Handbook, a Business Plan template, resource assistance information, and the Application for Admission and supporting documents (Handbook pages 22-28).
3. Complete the Application for Admission/Supporting Documents and return it to The Burson Center along with a business plan or at least, an executive business summary and development strategy including a current business or personal financial statement.
4. The Burson Center Executive Director and/or CT CEO and Incubator Manager will then approve or decline admission based on business strategy, compatibility and expected outcomes. The prospective member will be officially notified in writing in the event of being declined.

The final decision to accept a pre-venture or start-up company into The Burson Center program is made after the company presents a business plan, or at a minimum, business summary and development strategy, completed a background/credit check, and submitted a copy of the 'Starting a Business' certificate. Once in the program, member companies are expected to provide quarterly updates and annual financials, and may be asked to make presentations to the CT Board or representatives from the financial, technical, educational and corporate community.

Eligibility & Qualifying Criteria

Any business which provides a product or service, that is not retail or non-profit in nature, is eligible for consideration by The Burson Center. All requests for eligibility are considered by the Incubator Manager and may be reviewed by the governing CT Administration who will either recommend or refuse admission.

Priority Target Sectors

The Burson Center is a mixed-use incubator meaning there is no one specific industry sector that is accepted into the program. However, the CT Board has named target industry sectors which receive priority placement and assistance, including Information/Communications Technology, Entertainment Media, Aerospace, Automation, Nanotechnology, Healthcare, Logistics and related research and development.

Resident Member

Businesses seeking resident admission to the Center are evaluated on an individual basis. The incubator provides 24/7 resident office space and/or warehousing as a part of the resident membership. Residents receive all services offered by the incubator. Residents are required to meet with the Incubator Manager three times a year and must graduate by the end of year three. The purpose of the incubator is not to transfer established companies in the community to the incubator, but instead to provide services to start-ups which will enhance the entrepreneur's chances of success.

Warehousing, distribution, testing and light processing are acceptable as long as space is available and the process requires no major alterations either to the building or to utility services to/from the facility. **Any upgrades/added security to the warehouse facility will be at the expense of the member.** Processes producing dust, noxious unpleasant fumes, noise, or otherwise detract from the operations of the other member businesses will not be allowed. Processing/warehousing is limited to the rear of the facility, specifically designed for these purposes. Outside storage and short-term parking of business vehicles must be limited to the rear of the building, and must be approved in advance by the Incubator Manager.

Where available, inventory and business storage in the warehouse is available to any Resident Member maintaining an office at the Center, and fees are as follows:

\$100 per month per 300 square feet

Anchor Tenants

No more than thirty (30) percent of the Center's total leasable office space will be leased to Anchor Tenants, other agencies or organizations who are not start-ups or for-profit business enterprises, at any time. Anchor Tenants, considered permanent residents of the Center, are accepted based on the compatibility to the total operations of the Center and must be in a position to provide a direct or advisory service to the incubating members.

Landing Parties

Subsidiaries, feeder branch offices and secondary developments of established corporate entities that are seeking to develop a presence in the west Georgia area may be provided leasable space in the Center. These Corporate Landing Parties are required to pay market rate for office space and will be

provided all the services and programming of an entrepreneurial member in addition to assistance through the Carroll Tomorrow Economic Development Office for purposes of expanding their corporate identity and graduating from the incubator within one (1) year.

Soft Landing Parties, international companies who have chosen to establish a business operation in west Georgia, may be provided office and meeting space, services and programming, and cultural integration assistance for the period of construction or set-up of permanent facilities, under a negotiated agreement with the Carroll Tomorrow Global Commerce Office.

Start-up Member

Entrepreneurs and new small businesses who are not resident members of the Burson Center may access the resources and programs of the Center through a Start-up Membership. All policies/procedures herein are applicable to Start-up Members while on Center premises. Start-up Members have access to a mailbox, the reference library/hot desk, copy/scan/fax machine, color laser printer, A/V equipment, meeting spaces, break area, and related common areas. Start-up members receive up to two hours of consulting per month in addition to marketing, legal, and bookkeeping assistance.

Affiliates may reserve community and board rooms with a 24-hour notice, and have access to the small meeting rooms as needed when available. The library computer is available for Start-up Member use.

Start-up Members are welcome to maintain a business address at the Center and have business mail/packages directed to the Center. Each Start-up Member is assigned a mailbox, and it is the responsibility of the member to regularly check their mail.

Start-up Members will be provided on-going correspondence of upcoming programs, classes, and information regarding the Center. Start-up Members may utilize the legal and accounting resources of the Center. Affiliate members may participate in all continuing education seminars, trainings, counseling and management/technical assistance programs as available via the Center.

Affiliate Member

Entrepreneurs and existing small businesses (1-5 years) who wish to access the resources and programs of the Burson Center may obtain access to the Center through the Affiliate Member Program. All policies/procedures herein are applicable to Affiliates while on Center premises. Affiliate Members have access to a mailbox, reference library/hot desk, meeting spaces A & B, break area and related common areas. Affiliates receive up to six hours of consulting per year, access to trainings/classes, a business plan review, and a discount on special projects.

Affiliates may reserve meeting rooms A & B with 24-hour notice. The library computer is available for Affiliate use on a limited basis.

Affiliates are welcome to maintain a business address at the Center and have business mail/packages directed to the Center. Each Affiliate is assigned a mailbox and it is the responsibility of the Affiliate to regularly check their mail.

Affiliates will be provided on-going correspondence of upcoming programs and information from the Center. Affiliate members may participate in all continuing education seminars, trainings, counseling and management/technical assistance programs as available via the Center.

Resource Member

Entrepreneurs and existing small businesses who wish to access the resources and programs of the Burson Center may obtain access to the Center through the Resource Membership. All policies/procedures herein are applicable to Resource Members while on Center premises. Resource Members have access to the reference library/hot desk, classes/trainings, and business plan review. Resource Members also receive a special projects discount.

The library computer is available for Resource Members use on a limited basis.

Affiliates will be provided on-going correspondence of upcoming programs and information from the Center. Affiliate members may participate in all continuing education seminars, trainings, counseling and management/technical assistance programs as available via the Center.

Non-Eligible Companies

Businesses engaged in the sale of products or services which may endanger or threaten the public safety, environment or general wellbeing of the West Georgia area are not allowed.

Retail or service businesses that require a high volume of customer walk-in traffic on a daily basis are not allowed.

Warehousing or storage of personal properties or other items which will not be considered inventory items to be sold at a later date, or business equipment/materials not used regularly in the execution of business activities, are not allowed.

Graduation Criteria

Incubator graduation may occur earlier, but must occur by the end of the third year. Although The Burson Center continually provides support to member companies, the eventual goal is for the member company to achieve one of the following goals by the end of the third year:

- Annual gross sales of one million dollars or more
- Growth to more than 10 employees
- Acquisition by a larger corporation
- Consistent profitability or income exceeding expenditures by 75%

When the Member is deemed ready or chooses to graduate, please give the Center at least a 30-day notice to allow for an exit review, discussions of continued or follow up assistance, and to provide publicity for the Member announcing a move toward a self-sustaining business. Carroll Tomorrow will provide development assistance as feasible following graduation and transition phase upon request.

Expectation of Members

1. Provide all requested documentation pertinent to business planning and benchmarking of member progress. Members are expected to participate in regular benchmarking meetings with the Incubator Manager.
2. Resident Members are encouraged to complete the 'Starting a Business' seminar offered by SBDC and The Burson Center.
3. Resident Members are expected to participate in center networking events with other members, community entrepreneurs or special programs designated by The Burson Center. Other members are highly encouraged to participate.
4. Provide incremental status reporting of company progress to the Incubator Manager or Executive Director as requested. Meet as requested with the Incubator Manager or Executive Director and/or the Center Advisory Board to review progress.
5. Be cooperative with the news media. Answer questions for visitors and prospective members.
6. Take advantage of technical support assistance & advisory services. Members should realize that the utilization of these programs greatly improves the long-term probability of success.
7. Resident Members are expected to participate in the Carroll County Chamber of Commerce, SBDC and GA Tech Counseling Services, and the Mentor Program.
8. Be considerate of fellow members insofar as noise, use of common areas and equipment.
9. Accept that any destruction or theft of The Burson Center or fellow member property will result in immediate dismissal from the business incubation program and all connections to all services offered, and may warrant criminal prosecution.

Service Fee Schedule

Members of The Burson Center must sign a Memorandum of Agreement for Services (page 26) upon entrance. This document is in lieu of a rental lease contract and allows for flexibility for the Member and the Center. Signature of the MOA defines the limited obligations of both parties as delineated in this Member Handbook.

Resident Membership: Office less than 170 square feet = \$275 per month
 Office more than 170 square feet = \$375 per month
 Warehouse Space \$100 per month per 300 square feet

Rates include all utilities/services including one telephone & internet service for one device.

Additional Telephone \$65 per month

Additional Internet Access \$75 per month

**** Hardline and Wi-Fi access per computer is billed monthly.**

Start-up Member: \$140 per month

Affiliate Member: \$90 per month

Resource Member: \$45 per month

Invoices are transmitted electronically (email) to the Member. **Effective 1/1/15, members are required to provide a credit or debit card for automatic monthly payments. All fees will be debited to credit/debit card on file on the 1st of each month or next business day.**

All credit or checking transactions will reference Carroll Co. Economic Development Foundation.

Suspension of Services/Access:

Any Resident Member with a 30 day outstanding balance due to credit card rejection or insufficient funds will receive email notification that their **Keycard Access will be suspended on the subsequent 45th day of the month for failure to pay.** All other members with a 30 day outstanding balance due to credit card rejection or insufficient funds will receive email notification that **services will be suspended on the subsequent 45th day of the month for failure to pay.** Upon receipt of all outstanding fees, including service charges, member access and programming will be reinstated immediately.

Technology / Communications

Service	Installation	Monthly Fee
<i>Internet/Wi-Fi</i>	<i>No Charge</i>	<i>\$ 75.00 per device</i>
<i>Phone</i>	<i>\$100.00 one-time charge</i>	<i>\$65.00 per device</i>

****Free Domestic Long distance; see E.D. for International Rates**

Fax, Printer and Copier Usage

****All local and domestic long distance faxes are free and unlimited****

Type of Fax Service	International Rates
<i>Transmit first page</i>	<i>\$1.50</i>
<i>Each additional page</i>	<i>\$1.00</i>
<i>Incoming Faxes</i>	<i>\$0.25 per page</i>
Color Laser Prints	
<i>0-100</i>	<i>Free</i>
<i>100 +</i>	<i>\$0.25 per page</i>
Black and White Copies	
<i>100</i>	<i>FREE per month</i>
<i>100 +</i>	<i>\$0.15 per page</i>

Technical/Clerical Services

Time	Charge
<i>First (1) hour per project</i>	<i>NO CHARGE</i>
<i>Additional hour(s)</i>	<i>\$25.00 per hour</i>

**** If you contact our IT Professional after installation for assistance, you will be charged his hourly rate and expected to pay that amount in full. We are not responsible for balances you may have with Chris Harris.**

Incubator Services

The Burson Center provides an integrated set of services to support young companies during their critical early years. Firms accepted into the program may receive all or some (depending on membership) of the following services either in-house or through our Resource Partners:

Facilities/Equipment

24/7 Secure Access
 Furnished Offices
 Warehouse/Testing/Processing Space
 Storage Facilities
 Conference/Meeting Rooms
 Audio/Visual Equipment
 Reference Library
 Break Room Services
 Copier/Scanner/Fax Equipment
 Color Laser Printer
 Free Domestic Long Distance Calling
 High Speed Internet & Wi-Fi Connectivity

Support Services

Receptionist/Customer Service Assistance
 Clerical Services
 Legal Assistance/In-house Counsel
 Accounting/Bookkeeping Assistance
 Student Intern Assistance
 Notary Public Services
 Market Research Assistance
 Government Contract Procurement Assistance
 Industrial Process Management Assistance
 Import/Export Assistance
 Compliance & Labor Law Assistance
 E-Verify & Immigration Assistance
 Intellectual Property Guidance
 Foreign Language Translation
 Labor Recruitment Services

Continuing Education/Training/Counseling

Business Plan Development
 Marketing Strategy Development
 Leadership Skills Training
 Organizational Management
 Government Contract Bidding
 Legal and Taxation Procedures
 Customer Service Training
 Employee Skills Training
 Financial Assistance Programs

Marketing/Web Design Assistance
 Online Retargeting Assistance

Financial Assistance

Financial Resource Referrals/Consulting
 Financial Investment Counseling

Internal & External Networking

Peer-to-Peer Support
 Advertising/Promotional Opportunities
 Chamber of Commerce Membership
 Mentor Assistance
 Business Referrals
 Government Relations Support
 Expansion/Relocation Assistance

Mentor Program/Independent Advisors

All Resident Members have the option of receiving a Mentor, a seasoned professional business person, who will provide technical and support advice and encouragement. Please notify the Burson Center staff if you are interested in having a Mentor.

Members are provided voluntary access to confidential and professional business assistance through resource partners of the Small Business Development Center (SBDC), Georgia Tech EI², UWG Richards College of Business, legal and accounting advisors, Carroll Tomorrow and other local business representatives. These resource partners are independent advisors and are not employees or agents of The Burson Center. As such, they shall not be bound by any Burson Center agreements or other member documents. Members acknowledge and agree that The Burson Center shall not be held liable for the acts or omissions of these independent advisors.

Public Relations

Press Releases

Upon a company's move into the Burson Center, staff can upon request prepare a press release announcing the location into the Center. This release will give the community information about the member company and let them know what is happening at the Burson Center. While at the Center, efforts will be made to promote and market member businesses. The Center cannot be held liable for local media failure to provide coverage of submitted information or content of coverage. Upon successful member graduation, a press release will be sent to local media.

Carroll Chamber Membership

Resident Members only will receive a complimentary membership in the Carroll County Chamber of Commerce for up to 2 (two) years of residency. If the member, leaves the Burson Center prior to the 2 year term, Chamber membership will be cancelled. All other Burson Center members are encouraged to join the Carroll Chamber for added networking and B2B referrals.

Networking

Burson Center Members have the benefit of a number of networking and training opportunities. Members will receive monthly information of upcoming networking events and programs, and are expected to take full advantage of these programs and opportunities to grow their businesses.

Media/Public Relations

Members are expected to be cooperative with the local media as this is another means of promoting your business. Members should be cordial and responsive to all visitors and prospective members to The Burson Center.

Promotional Displays

Space will be provided in The Burson Center lobby to display any promotional material for your company. This may be brochures or simply a brief description of your company. Please allow us an opportunity to become familiar with your company so that we may answer questions if need be.

All companies participating our program, will be mentioned on our website. The amount of information included on our website is entirely up to you. We encourage you to include a company description, phone number, email, and website link.

Member Employment Standards

Members and member's employees, and subcontractors where applicable, shall comply with all provisions and requirements of any applicable statutes, laws, ordinances, and governmental rules and regulations governing employment including, without limitation the Georgia Labor Law, the Georgia Workers' Compensation Law, the Georgia Unemployment Insurance Law, the Georgia Security and Immigration Compliance Act, the Immigration Reform and Control Act of 1986, the National Labor Relations Act, the Fair Labor Standards Act, and the Civil Rights Act of 1964, as amended. Members are required to maintain documentation on file related to applicable laws as it affects individual employees and subcontractors.

Liability Insurance

The Burson Center is not responsible for the safety of any Member business, employee or personal property. It is strongly encouraged that all resident Members obtain a "renters" insurance policy while at The Burson Center. We can assist you in finding a local firm.

Resident member businesses are required to obtain business General Liability Insurance of at least \$300,000 and must provide a copy of this certificate annually to the Executive Director to be maintained in the Member file. The Burson Center must be included as the "Co-Certificate Holder".

Indemnifications

In further consideration for being allowed to participate in The Burson Center program, the Member unconditionally agrees that The Burson Center shall not be liable for any advice or the depth, extent, quality and/or quantity of services provided under the program, or direct and indirect services. Member unconditionally agrees further that services provided to the Member by the Center and its resource partners are merely advisory in nature, without any binding effect on Member, and Member may accept

and/or reject such advice and services offered, and shall exercise due diligence and caution in receiving such advice and services, and the Member shall exercise informed and independent judgment in accepting and/or rejecting any such advice or services.

Applicants and Members shall authorize CCEDF and The Burson Center to undertake background checks (page 26) for credit, MVR or criminal history prior to acceptance into the incubation program or during the term of incubation. All documentation related to private background checks shall remain confidential and only available to the Executive Director.

Office Equipment Policies

The Canon Copier/Fax/Scanner and the Sharp Printer are available for use by Resident & Start-up Members. Burson Center staff will provide one-time set up by approved service provider, and information on installation of software and set up of member computer systems to network with these machines. A one-time initial equipment set-up is provided as part of the telephone/internet set-up; subsequent technical assistance necessary for all printers/copiers shall be requested directly to the provider at the cost of the individual Member. *The Burson Center does not take responsibility for incompatibility of Member computer systems to Center equipment.*

Copy Machine

Each Resident and Start-up Member within the Burson Center will be provided a secure access ID and passcode for both the Canon and Sharp.

Resident Members & Start-up Members shall be allocated 100 free B&W copies per month and 100 free Color copies per month.

*Additional B&W copies will be available at a cost of .05 cents each to be billed monthly.

*Members must pay for 101 or more color prints per month at a cost of .07 cents each, to be billed monthly.

Member's free copies are not rolled over to the next month and must be used in the month issued.

The Center will provide only 8½ x 11 white copy paper. Members must furnish their own color or specialty papers.

Scanner/Fax Machine

Scans and Faxes will be counted electronically. There is no charge to use the Center's machine for scans or faxes to numbers within the continental U.S. All other fax usage will be billed at cost. Please consult with The Burson Center staff when sending inter-continental faxes, including Alaska, Hawaii, Canada, and Mexico. Please see the front desk for scanning assistance.

Audio/Visual Equipment

The following equipment is available for use by Members during regular administrative hours with the supervision of Center staff:

- LCD Projector
- Portable P.A. System with lavalier microphone
- 100" Screen

- 2-sided White Board
- Presentation Easel & Markers

Members may use the Smartboard with prior approval and following instruction by Center staff – Members should utilize a flash drive, CD or DVD when using the Smartboard.

Wireless Internet Access

The following codes may be used by members and/or visitors of the Center:

User Name:	Burson
Wireless Passcode:	BURSON500

IT & Data Usage

When being considered for acceptance in The Burson Center, prospective members must fill out an IT & Data Usage questionnaire (page 27) to determine the level of IT support needed. Members are asked to follow these specific guidelines relative to the Network capabilities of the Center:

Rights and Remedies

The Burson Center reserves the right to:

- Monitor any and all incoming/outgoing data usage from its Members.
- Schedule routine network maintenance. All members will be notified before any scheduled maintenance is performed.
- Prohibit the installation of their own wireless router without express written permission of Burson Center staff beforehand.
- Suspend and/or terminate a member's service at any time for any material failure of the member, its representatives or its users to comply with this policy or for engaging (or permitting others to engage) in a Prohibited Activity as determined by The Burson Center, in its reasonable discretion.
- Deny all traffic from known IP address blocks that support indiscriminate port scanning programs, or other unlawful activity, for the purpose of preserving The Burson Center's system and network resources.
- Implement technical mechanisms to prevent a Prohibited Activity. In addition, The Burson Center reserves the right to charge the member administrative costs associated with the Prohibited Activities of the member including, but not limited to, recovery of the costs of identifying offenders and removing them from or discontinuing provided service, in an amount equal to The Burson Center's actual expenses incurred in preventing or responding to such activity.

It is required that all Burson Center network users maintain up to date and reliable anti-virus and spyware protection installed on all member computers.

Nothing in this document limits The Burson Center's rights and remedies in any way with respect to any Prohibited Activity.

Prohibited Activities

It is contrary to The Burson Center policy for any of its members to effect or participate in any of the activities (whether actual or attempted and whether directly or indirectly) through a Burson Center service. Each of the following Prohibited Activities constitutes abuse of The Burson Center's services, Network and facilities:

1. Posting or sending messages substantially similar in content to Usenet or other newsgroups, forums, listserv, or other similar groups or lists;
2. Posting or sending messages, articles, or other content to a List which are off-topic according to the charter or other owner-published FAQs or descriptions of the List;
3. Sending unsolicited commercial messages or communications in any form (SPAM);
4. Falsifying user or other service related information, including, but not limited to, intentionally omitting, deleting, forging or misrepresenting transmission information, including headers, return mailing and Internet protocol addresses, provided to The Burson Center or The Burson Center's members, or engaging in any activities or actions intended to withhold or cloak Customer's or its End Users identity or contact information;
5. Engaging in any other activity that: violates a law or regulation (including, but not limited to, libel, slander, invasion of privacy, harassment, obscenity, child pornography, export laws and regulations, and infringement or misappropriation of another party's copyrights, trademarks, patents, trade secrets or other intellectual property rights); threatens the integrity and/or security of any network or computer system (including, but not limited to, transmission of worms, viruses and other malicious codes and accessing any device or data without proper authorization); attempts to use The Burson Center services in such a manner so as to avoid incurring charges for or otherwise being required to pay for such usage; otherwise degrades or interferes with other users' use of a service; breaches a third party non-disclosure agreement or obligation, or violates generally accepted standards of Internet or other networks conduct and usage, including, but not limited to, denial of service attacks, web page defacement, port and network scanning, and unauthorized system penetrations.
6. Engaging in any of the activities listed above by using another provider's service, but channeling the activity through The Burson Center service is strictly prohibited.

Failure to adhere to these IT & Data Usage policies will result in immediate dismissal/eviction from The Burson Center business incubation program and all connections to all services offered.

Technical/Project Support (Subject to staff availability)

Cost: \$25.00 per hour after the initial one (1) hour consultation. Payment is required the day services are received. This service is available to all start-up businesses regardless of membership. We can assist you with the development of marketing collateral, data analysis, business plans, and more. Please contact Lauren Holverson at 678-890-2340 to discuss your needs in more detail and schedule assistance.

Member Cost:	Resident	Unlimited
	Start-up	Unlimited
	Affiliate	\$15 per hour
	Resource	\$20 per hour

Tracking: Technical support charges will be logged for each Member based on request forms submitted. *Technical Support Request Forms* (pg. 28) may be obtained from The Burson Center front desk and must be approved by the Executive Director prior to start date.

Technical support includes word processing, data entry, copying, research, and any projects which require more than two (2) hours per task or necessitate that the person performing these tasks put aside normal Center duties to complete them. If you have a task that is not included in the list of services, please ask. Our staff is very flexible and willing to accommodate your needs.

This service may be provided if the Member does not have a full-time clerical staff; or if the Member staff is on sick leave, personal leave, military leave or jury duty.

For the sake of efficiency, Microsoft Office will be used by the Burson Center staff members as the main software package. If you wish to have your documents produced on other software, you will have to provide it and allow the staff time to find support assistance trained in the alternate software.

Members of the Burson Center staff will be happy to answer any questions you have regarding the various computers and software packages. In the event Center equipment is malfunctioning, please contact a staff person immediately.

All Burson Center equipment in the front administrative offices is only for the use of Burson Center personnel.

Burson Center interns/assistants are limited to providing reception and clerical assistance. West Georgia Bookkeeping and SBDC can assist you with all of your accounting and bookkeeping needs. Additionally, Velasquez Law Group can assist with legal issues and projects. Please contact these businesses directly for assistance and pricing. All incubation inquiries should be made directly to the Incubator Manager.

Mail/Shipping

Incoming Mail

Numbered mailboxes for Members are located in the Burson Center Break Area. Incoming mail will be posted to boxes as soon as possible after it is received (typically between 11:00a-2:00p). Items which are too large for the mail slots will be placed on or under the table. Please pick up these items as soon as possible.

Couriers (*Federal Express, UPS, etc.*) In most cases packages will be signed for by Center staff at the front desk and placed at the mail box area. If for any reason you do not wish staff members to sign for your packages, please inform the Center office in writing immediately

Outgoing Mail

Members will be responsible for their own outgoing mail which may be placed in the outside mailbox prior to 10:00am each business day. Large packages being sent USPS, should be taken to the local post office at Postal Drive, Carrollton.

Shipping

The Burson Center does not provide shipping services. Members must coordinate in/outbound shipping directly with shipping/courier services.

Any large shipments that are being expected at the warehouse dock entrances must be coordinated directly by the Member and Member must be present to accept shipments.

If you are expecting a C.O.D. package and are not going to be in your office, you may leave the check or money order with a Burson Center staff member who will accept your package. The Center does not maintain cash on the premise and will not accept C.O.D. packages without prior payment arrangements.

The Burson Center staff is not responsible for the security, quality or condition of any items delivered.

Facilities Usage

The following rooms will be available for Resident & Start-up Members free of charge. Affiliates have access to meeting rooms A & B. Please note the following:

- Conference/meeting rooms with 24 hour notice.
- Open office spaces- only on a per diem basis with approval by the Incubator Manager. This is a privilege and should not be abused.
- If extra office space is needed, please contact the Incubator Manager in writing why the extra space is needed and for how long. If you continually need additional space, the Incubator Manager will work with you in locating either new facilities or securing office space to expand into.

Please leave all rooms as you found them, returning furniture and equipment to their original locale, and removing all trash to the receptacle at the side of the building.

Break Room

All members may use the Break Room.

Coffee and water are available to members and their guests, free of charge. K-cups are not provided.

Microwave, toaster, coffeemakers, and water dispenser are available for use as needed.

Members may place food in the refrigerator for daily use. It is recommended that Members place their names on food items to prevent 'community sharing'. Please discard any items that may be left for extended periods to prevent spoilage. Staff cleans refrigerator regularly and any seemingly spoiled/outdated items will be discarded.

Please clean counters, tables and floor in the event of spills. Cleaning supplies are available in the cabinets.

Members are encouraged to regularly note all Center, Chamber of Commerce and Resource information posted on the Bulletin Board in the Break Room.

Reference Library

Articles, brochures, books and other publications on a variety of subjects may be found in the Library. The Burson Center staff will try to maintain an index of what is available on the Library Computer in Excel, but this may not always be current. If you need information that you cannot find, please ask and we will be happy to locate it for you.

The Burson Center receives regular information from many resources that is made available on the reference shelves including:

- Carroll County Chamber of Commerce
- University of West Georgia
- Small Business Development Center
- Georgia Tech Enterprise Innovation Institute
- National Business Incubation Association
- Small Business Administration
- West Georgia Technical College
- Georgia Department of Economic Development
- SCORE

All materials in the Library may be checked out by Members. Be sure to sign the checkout sheet located in the library so that we may keep track of all our resources. Please return all materials within two weeks. Any publications not returned by due date will be billed to the Member on the following month invoice at a compared rate of the used book listed on Amazon.com.

The Library Hot-desk is for members. The computer may be used to check email or do short-term internet research. Printing may be directed to the Canon Copier by using Member ID and Passcode. Direct questions to Center staff for further assistance.

Meeting/Conference Rooms Policies

Meeting and conference rooms are available for business, education and government purposes, and are not available for private parties, religious or political activities or entertainment purposes.

The Conference Room (maximum 180 seat capacity) and Board Room (18 seats) must be reserved 24 hours in advance, and are available on a first-come, first-serve basis, at no charge to Resident &

Start-up Members. Please ask the staff to place your reservation on the calendar in the front office. If you no longer need the room, please cancel your reservation as soon as possible.

The small meeting rooms (6 seats), Break Room and Small Business Office (Suite 100) are available as needed with notification to staff. To prevent overlap of use, Members should place the 'Reserved' card by the door to notify others of planned usage.

1. Users of all rooms take full responsibility for accidents, loss or damage of property.
2. After use of the rooms, please return chairs & tables to the regular position.
3. Visitors using the meeting room(s) are restricted to the actual meeting facility and rest rooms.
4. Turn off all lights after use.
5. If visitors are utilizing the meeting rooms after regular business hours, Pass Keys must be obtained prior to the close of the previous business day and return on the immediate following day. Lost keys - \$25 each.
6. Trash must be emptied into outside trash receptacle located on the backside of the building. Clean up all spills and litter. Vacuum is in Utility Room.

Failure to adhere to any of the above conditions may result in the loss of future meeting room usage.

Food & Beverages

Members are welcome to serve beverages and food at your hosted meetings, but you are responsible for the preparation, serving, and clean-up. Please see staff for information on Chamber-member Caterers in the area.

Parking

Free parking is provided for you and your customers at The Burson Center. Please lock your vehicle. The Burson Center is not responsible for the safety of your vehicle and its contents.

Pets & Children

The Center prohibits pets inside the building at all times, with the exception of registered service animals. In the event that a domesticated animal is a necessary part of a temporary program or function of a member business, the Executive Director must be consulted prior to approval.

The Center welcomes our Members having family members in the facility as necessary, however, we ask that the Member be respectful of other members, and maintain reasonable activity and noise levels of their children. Member businesses that serve children must contain related activities to their individual Member office or to pre-approved meeting rooms.

Please do not allow children to wander the building unattended for any purpose so as to control security, and limit liability and disruption to Center activities or other Members. Please ask your customers of all ages to respect the facility and all furnishings and equipment, including not using the copy machine or library computer unless supervised.

Security

Resident Members are issued Keyscan Cards for access at the secure member entrance at the north end of the building. Each resident member will be issued two (2) Keyscan Cards, if more than two (2) are needed they will need to purchase additional keys. Additional Keyscan Cards and Replacement Keyscan Cards are \$10.00 each. One (1-2) office door key(s) are issued, and Members are responsible for making duplicates for additional employees. Your keys will allow you access to the Member Entrance and your office only.

Security is maintained by video and alarm systems throughout the facility. All exterior entrances should be kept closed and locked at all times. Please notify staff if exit doors are left open at any time. Nightly patrols are made by the City of Carrollton Police. In the event of any suspicious activity, call 911.

All administrative areas (board room, lobby, staff offices, etc.) can only be unlocked by Burson Center personnel. **Do not provide access to customers, visitors or other Members who do not have Keyscan Cards at any of the entrances after regular administrative hours without prior approval from the Incubator Manager.**

If you wish to install a security system for your individual office, please discuss your intentions with the Executive Director.

Facility Maintenance

Smoking Policy

There is no smoking anywhere inside or near the entrance doors of The Burson Center. Members are responsible for proper disposal of cigarette butts and related waste.

Janitorial Services

The common areas of the Burson Center are provided janitorial service once weekly and are maintained daily by the staff. Please assist in picking up and cleaning after yourselves as you use the various Center facilities. Janitorial service will **not be provided** for Member's offices. Members are responsible for maintaining clean office spaces. A vacuum is available in the unlocked Utility Room and cleaning supplies are available upon request.

Signage

The Burson Center will provide all signage for the building. A directory in the Lobby is updated regularly showing the Member Company and Suite number. Outdoor signs are prohibited on the Center grounds. Temporary directional signs may be placed at the entrances for the period of the event.

Supplies

The Burson Center does not provide office supplies other than copier/printer paper. If you have a singular supply need in an emergency, please ask the staff for assistance.

**** These policies are subject to change with written notification by the Incubator Manager or Executive Director.**

MEMBER HANDBOOK REVIEW CONFIRMATION

Please complete the following and sign. Return this form to The Burson Center staff:

I, _____ have read The Burson Center Member Handbook, and understand all policies as described. I and my staff agree to adhere to these policies and regulations as provided.

Owner Signature

Additional Representative

Company Name

Staff

Suite #

Staff

Date

The Burson Center
Application for Admission (Confidential)

Name _____

Address _____

Company Name _____

Company EIN _____ (attach copy of formation docs)

Phone _____ Email _____

Type of Business Entity: Corporation, Partnership, Sole Proprietorship, or Limited Liability (circle)

Describe the purpose of your company, including products manufactured or developed, and a current or projected customer base. If you are presently in operation, please provide a company history:

Describe your plan of operation for the next six months to one year (projected sales, location, number of employees, etc.): _____

Describe your target market and market size: _____

What is your primary source of operating capital? _____

How much have you personally invested to date? _____

Do you require financial assistance at this time to become operational? If so, how much?

Have you ever been turned down by a bank for this request? _____

What do you expect The Burson Center to provide to your company? _____

How long do you expect to incubate? _____

What are your plans upon graduation from the Center? _____

How did you hear about The Burson Center? _____

I have read The Burson Center Member Handbook and agree to the terms therein:

Signature

Date

Resident or Mailbox Number: _____ Type of Membership: _____

The Burson Center
Member Profile

Name of business: _____

Product / Service: _____

Business Phone: _____

Owner: _____

Home Address: _____

Cell Phone: _____ Email: _____

Additional Owners/Partners/Employees:

Name	Phone	Email

Emergency Contact: _____ Phone: _____

(For Office Use Only)

Date of Admission into Center: _____ Suite# _____

Of Keys Issued: _____ Keyscan Card ID(s): _____

Copier Code: _____

Final Date of Exit from Center: _____

Exit Interview on File: Y / N

**Carroll County Economic Development Foundation (CCEDF)
The Burson Center-Member
Memorandum of Agreement (MOA) for Services**

The purpose of this MOA document is to clarify the contractual obligations between the Carroll County Economic Development Foundation (CCEDF), the Burson Center (BC) and _____, hereafter known as Member.

The BC agrees to provide general management consulting and technical assistance, administrative and facility support, as stated in the BC Member Handbook. The services, resources and assistance mentioned within the BC Member Handbook are performed by the BC in an act of good faith which the BC cannot be held liable by the Member for the positive or negative effects resulting therefrom.

The Member agrees to make monthly payments of \$ _____, plus agreed upon service fees, to CCEDF for the use of facilities, services, equipment and other related resources as defined by the BC Member Handbook. Failure to make prompt payment of all fees, including late charges, may be grounds for termination of this contract and eviction of said Member. In the event of eviction, the Member shall have three (3) days to remove all personal property. Failure to remove property by deadline will be deemed breach of contract and abandonment, prompting legal action for removal/disposal to be initiated by the CCEDF at the expense of the Member.

Further, the Member agrees to comply with all policies, procedures and criteria set forth in the above mentioned Handbook. These policies shall be in writing and available upon request from the BC. Any changes in the policies, procedures and criteria will be subject to change and a notice will be sent out to the Member ten (10) days prior to the effective date.

All services to the Member will begin on _____. Amendments to this contract may be made as necessary or required with mutual consent of both contracting parties. It is understood that either party may terminate this contract upon a written, thirty (30) day notice.

Entered into this _____ day of _____, _____.

CCEDF Representative/BC Exec. Dir.

Member

Notary Public

(SEAL)

The Burson Center
Information Technology & Data Usage Questionnaire

1. How many computers/laptops will your business be using?

2. Do you plan on running any dedicated servers either at the Burson Center or remotely? If yes, what kind?

A. web

D. application

B. email

E. terminal server

C. database

F. NAS or SAN

Are you an email and web hosting provider or do you maintain the companies' internal email? How many remote connections do you anticipate? (Answer if applicable)

3. Does your business require large amounts of bandwidth?

Or

Does your business utilize any resource intensive web software, such as Audio and Video Streaming?

4. Will your business be backing up any amount of data to an offsite location, if so how much/often?

5. Will the Burson Center be used to back up data from an offsite location? If so, how often?

6. Do you plan on implementing a firewall or installing any switches, hubs, routers or any other network attached devices in your office?

The Burson Center
Technical Support Request Form/Agreement

Business Name: _____

Service(s) Requested: (Circle all that apply)

Copying

Faxing

Computer

Bookkeeping

Filing

Other _____

Other _____

Start Date of Work: _____

Staff Assigned: _____

Number of Hours/Days of Service (approx.): _____*

Cost for Services (@ \$25.00/hour): _____

Date of Completed Services: _____

Payment Amount Received: _____

* First (1) hour is at no charge, but should be included in the total.

Services will be provided on an as requested basis and must be approved by the Executive Director prior to start date of project. As defined in the Member Handbook, work will be provided when tasks do not conflict with the regular work schedule of staff. In the event of unforeseen circumstances, an exact date of completed services cannot be guaranteed. Every effort will be made by Burson Center staff to provide services in a timely and efficient manner.

Staff will provide all assistance from the front administrative work stations. Member is responsible for providing access to individual offices, if necessary, to distribute/retrieve work.

Member is responsible for providing all necessary supplies for completion of tasks.

Member is responsible for all necessary non-disclosure or confidentiality agreements related to the tasks.

Member is responsible for the final proofreading/acceptance of any completed work before it is utilized in any way by the member. The Burson Center maintains rights of refusal to do work that may be considered offensive, immoral or illegal.

Member signature indicates understanding and agreement to these policies.

Member Signature _____ Date _____

Manager Signature _____ Date _____