

Tenant Manual



**UNIVERSITY
RESEARCH PARK**
UNIVERSITY OF WISCONSIN-MADISON

MGE INNOVATION CENTER

**505 SOUTH ROSA ROAD &
510 CHARMANY DRIVE**

&

METRO INNOVATION CENTER

1245 EAST WASHINGTON AVENUE

University Research Park
510 Charmany Drive, Suite 250
Madison, WI 53719
608.441.8000
Universityresearchpark.org

Table of Contents

Page Number

<i>Welcome Memo</i>	3
<i>Building Management & Maintenance</i>	4
<i>Building Security System</i>	5
<i>Conference Room Facilities</i>	6
<i>Copy, Postage Machines, & UPS Service</i>	20
<i>Emergency Situations</i>	21
<i>Fume Hood Policy</i>	24
<i>House Keeping & Trash Disposal</i>	25
<i>Laboratory Safety</i>	27
<i>Parking</i>	28
<i>Suite Signage</i>	29
<i>Telephone & Internet Service</i>	30
<i>University Research Park's Website</i>	31
<i>Miscellaneous Information</i>	33

Memo

To: MGE and Metro Innovation Center Tenants

From: Archana Shrestha, University Research Park Facilities Manager

Re: Welcome

Welcome to the University Research Park's MGE Innovation Center at 510 Charmany Drive/505 S. Rosa Road and the Metro Innovation Center at 1245 E. Washington Avenue. There are several amenities that are available to the tenants. This manual is designed to help acquaint new tenants with the buildings and services. In this manual you will find various information such as: telephone services, conference rooms, and building maintenance.

If you need further information, please call the University Research Park Office at 608.441.8000, or e-mail at ashrestha@wisc.edu.

BUILDING MANAGEMENT & MAINTENANCE

The buildings pertaining to this manual are owned and operated by University Research Park, Incorporated. Archana Shrestha is the Facilities Manager for the buildings. Her contact information is:

Archana Shrestha
University Research Park, Incorporated
510 Charmany Drive, Suite 250
Madison, WI 53719
608.441.8030
ashrestha@wisc.edu

Some of the services that the Facilities Manager will address include:

- Computer IP numbers and set up
- Copier and postage machines
- Electrical service needs
- Housekeeping and trash disposal
- Invoices
- Keys and access cards
- Maintenance issues
- Package shipping
- Rental payments
- Telephone Services

Submit your maintenance request online at

<http://www.universityresearchpark.org/resource/maintenance/maintenancerequest.aspx>, or by clicking [here](#) . Your request will be confirmed by reply e-mail from a University Research Park representative.

In the MGE Innovation Center, after hours or maintenance emergencies should be addressed by Oakbrook Corporation at 608.443.1090. Calling this number will expedite immediate assistance. Please call the University Research Park Office second to inform of the situation and/or leave a voice message.

In the Metro Innovation Center, contact John Prunnell at the Mullins Group, at 624-4444 for maintenance emergencies.

For life threatening situations, evacuate the building immediately and dial 9-911 from a land line at the MGE Innovation Center or simply 911 from a land line at the Metro Innovation Center or from a safe place outside the building on a cellular phone.

BUILDING SECURITY SYSTEM

The University Research Park uses ADT Security to secure the MGE Innovation Center. The system controls the door locks and the fire alarm/sprinkler systems. Because the Metro Innovation center is owned by the Mullins Group, LLC, please contact the URP Facilities Manager, Archana Shrestha, and she will forward any concerns to the Mullins Group.

The exterior doors of the MGE Innovation Center will be unlocked from 6:30 a.m. to 6:00 p.m., Monday through Friday. During these hours, visitors and tenants can come and go without an access card. Access cards are obtained from the Facilities Manager, and each employee can be assigned his or her own card. The University Research Park Offices will be closed during weekends and legal state holidays, which include the additional holidays of New Years Eve, Martin Luther King, Jr. day, and Christmas Eve. The doors will remain locked during these instances.

At the Metro Innovation Center, the exterior doors will be unlocked from 7:00 a.m. and 6:00 p.m. The glass inner doors will always be locked. Your suite key will unlock the glass doors.

Each tenant is issued up to five keys to their individual suite, depending on the number of employees. Additional keys can be requested to the Facilities Manager at cost plus shipping, usually \$5 per card. At the end of the lease term, all the original keys and access cards must be returned to the Facilities Manager.

It is highly recommended that tenants be sure that their suites are secured while tenants are not in their suites and that the main doors close behind them when leaving the building.

CONFERENCE ROOM FACILITIES

The MGE Innovation Center offers ten conference rooms that are able to accommodate groups from 6 to 100. The Metro Innovation Center has both a formal conference and a casual conference room, seating 6 and 5 respectively. An online program called “Meeting Room Manager” is used to book the conference rooms and presentation equipment. At your request, a user name and a temporary password will be assigned by calling the University Research Park Office at 608.441.8000. The user name is assigned to the person who will be scheduling the meetings (a limited amount of user names are available). Also, a short training session is recommended to introduce you with our conference facilities and the Meeting Room Manager Program. This training session is provided by the University Research Park Staff. We also offer equipment at the MGE Innovation Center to help you with presentations (such as: LCD projectors, a laptop, and conference phones). The items are to be scheduled for check out on the Meeting Room Manager Program. It is your responsibility to pick up and return the equipment to the University Research Park Office. Click [here](#) or go to <http://room.universityresearchpark.org/mrm2004/Default.aspx?ReturnUrl=%2fmrm2004%2fframes.aspx> to reserve a conference room at the MGE Innovation Center or the Metro Innovation Center.

Conference Room Facility Policy:

- Conference rooms are reserved in the following basis of order: tenants of the building, tenants of other University Research Park buildings, then University of Wisconsin Departments/Offices.

- All meetings must be scheduled in advance on the Meeting Room Manager Program.
- Reservations can be made not more than two months in advance.
- All equipment must be returned to the University Research Park office in a timely manner. If your meeting goes past 4:30 p.m., the equipment must be returned prior to 8:00 a.m. the following business day.
- All charges for use of the conference phone will be invoiced at a rate of \$0.07 per minute for local calls and \$0.16 per minute for domestic long distance. This includes tenants and non-tenants.
- If you decide to cancel your meeting, it is your responsibility to remove your reservation from the Meeting Room Manager as soon as possible.

Additional Information:

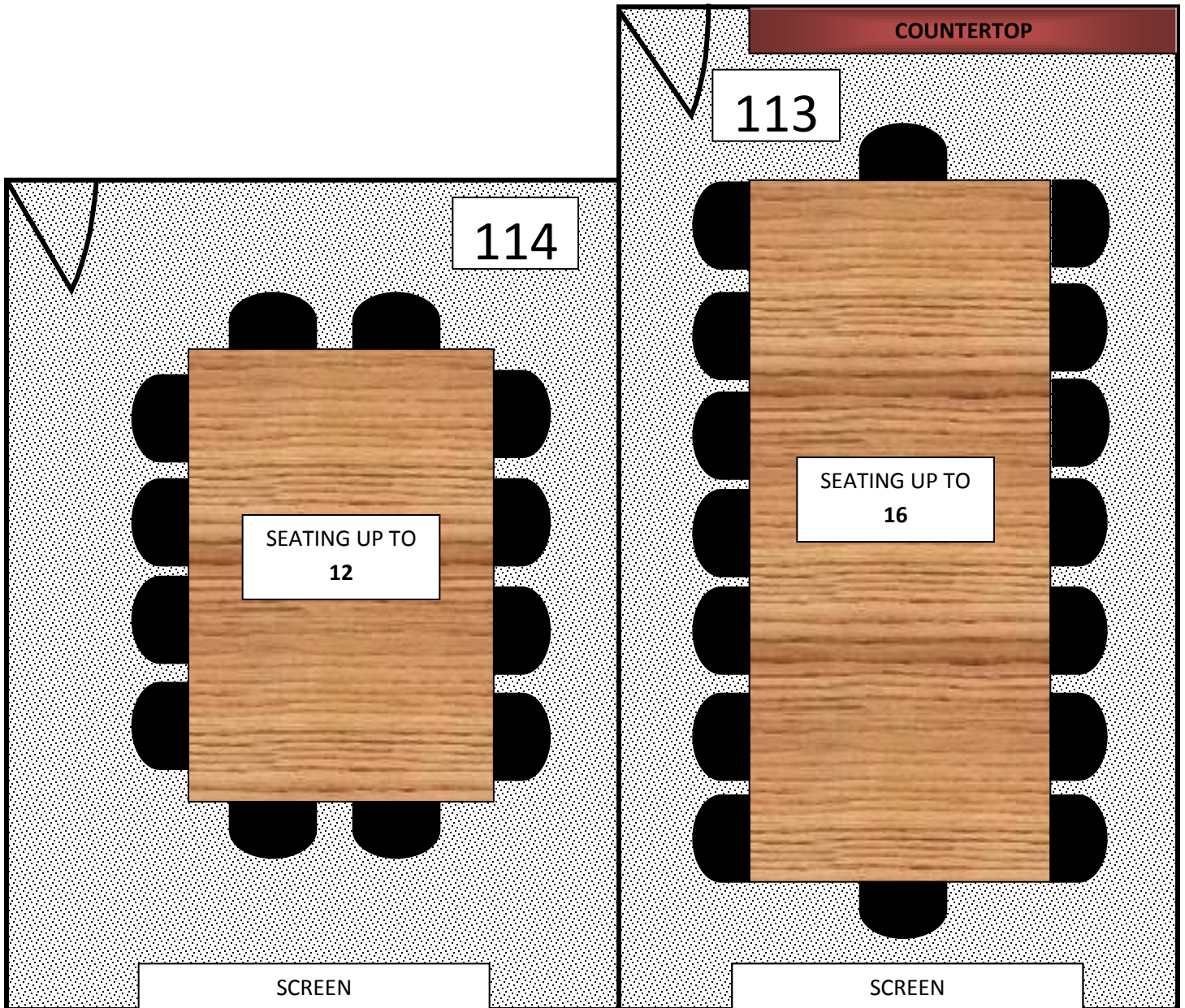
- Most of the tables and chairs are on wheels for convenience, but it is your responsibility to return the tables and chairs to the order they were found.
- There is a \$100 charge for room cleaning or setup.
- Most of the conference rooms are equipped with a white pull-down screen for presentations.
- Kitchenettes are located near the conference rooms. The coffee makers and other equipment in those areas are free to use.
- Power cords and accessories are found in conference rooms with cabinets.

- Conference Room 50 in the MGE Innovation Center can be divided into 4 separate rooms with several variations.
- Please see the following pages for conference room floor plans and more information about each room.
- For more information regarding conference rooms, contact the University Research Park Office at 608.441.8000.

MGE INNOVATION CENTER

CONFERENCE ROOMS 113 & 114 AT 505 S. ROSA ROAD

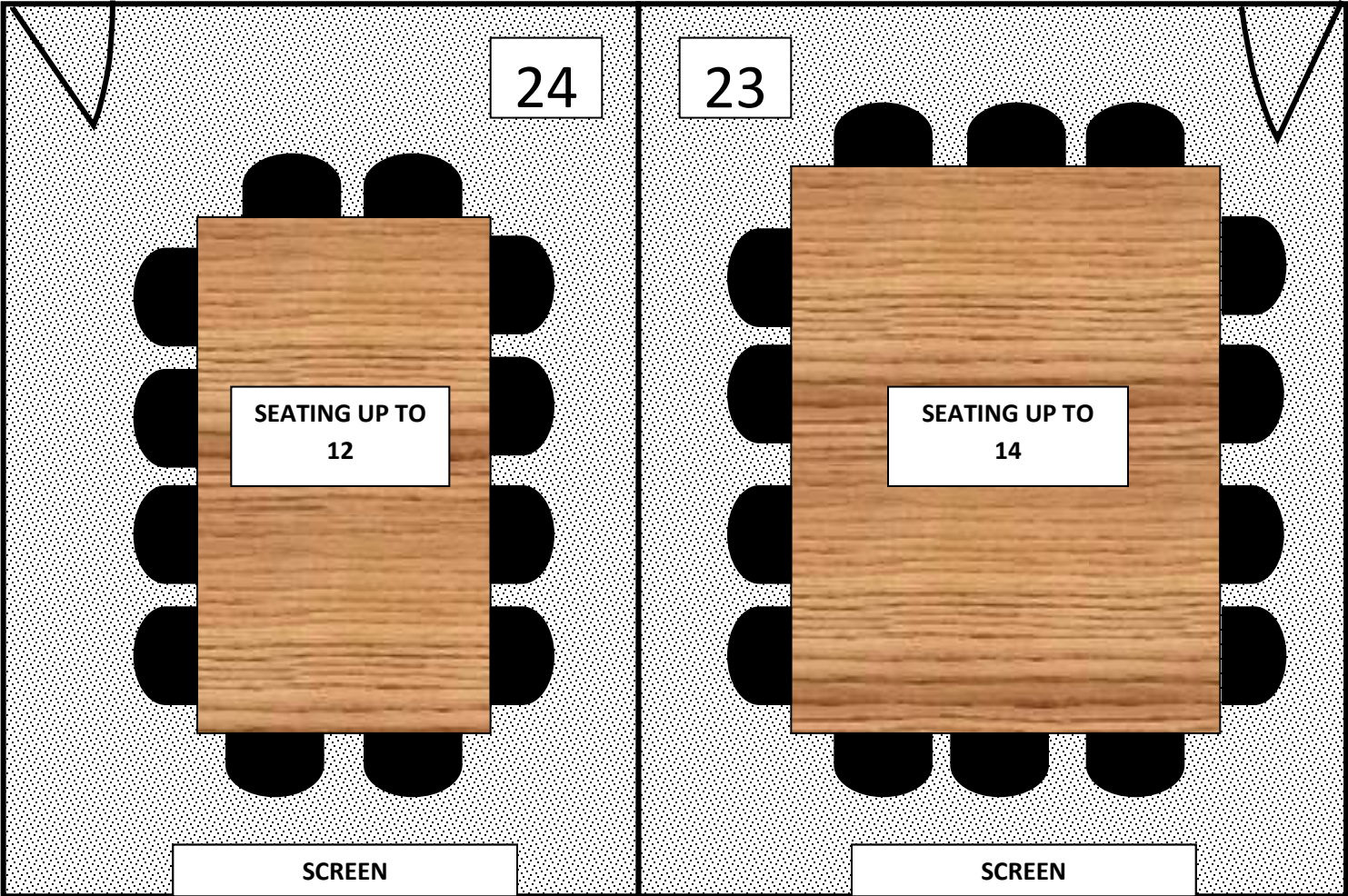
MAIN LEVEL



MGE INNOVATION CENTER

CONFERENCE ROOMS 23 & 24 AT 505 S. ROSA ROAD

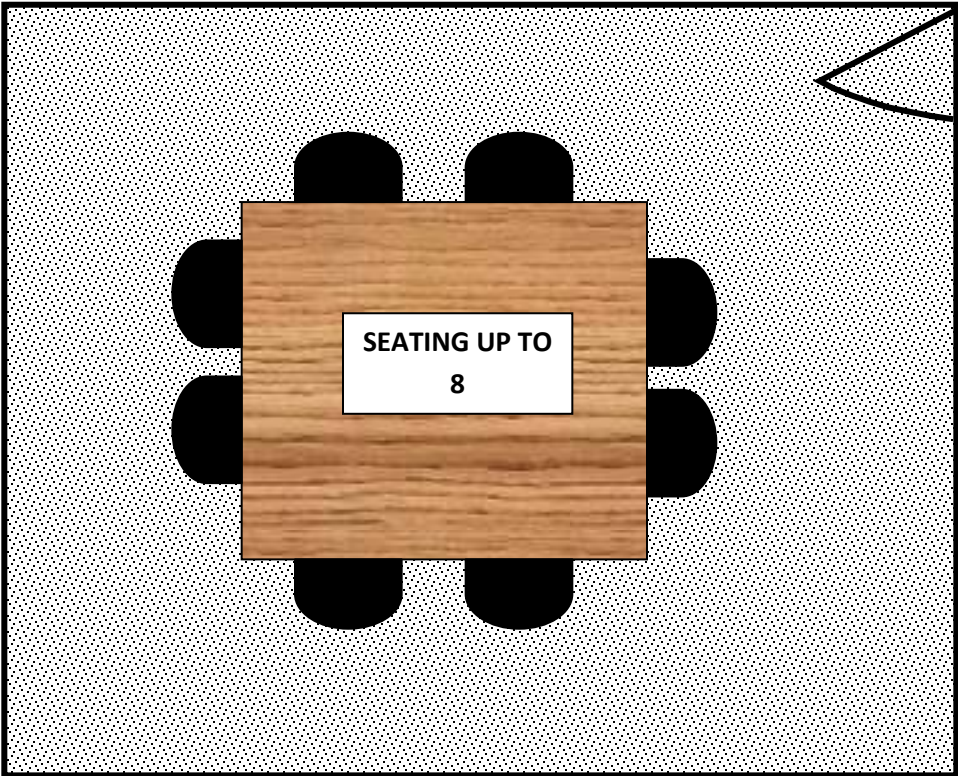
LOWER LEVEL



MGE INNOVATION CENTER

CONFERENCE ROOM 38 AT 505 S. ROSA ROAD

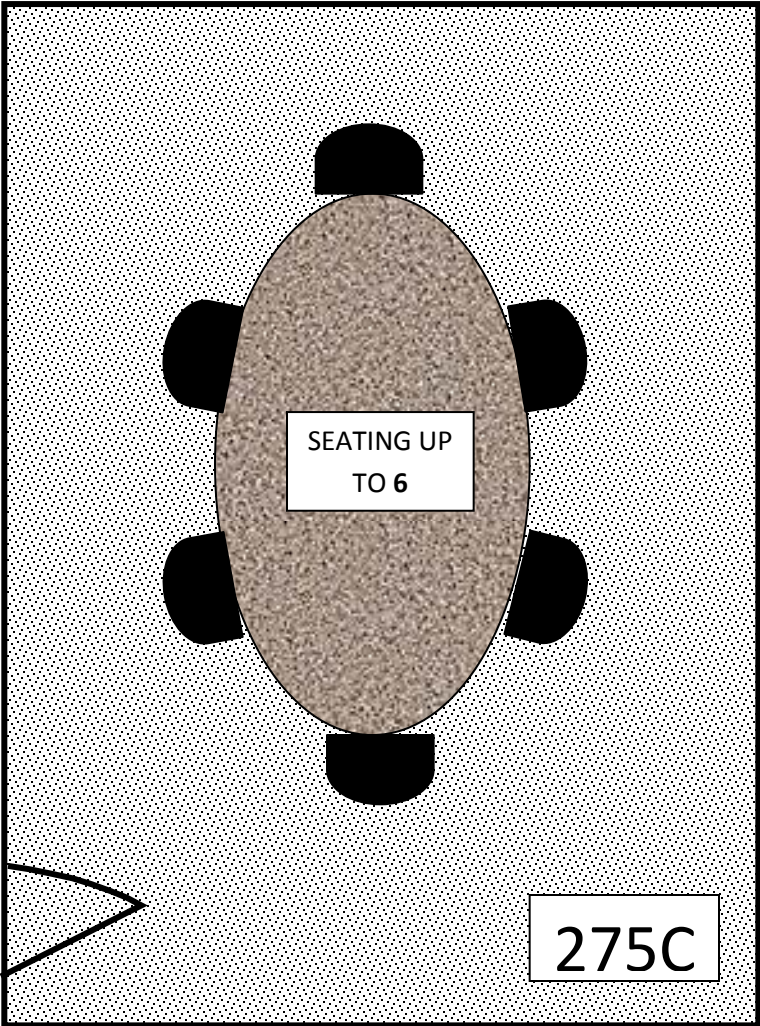
LOWER LEVEL



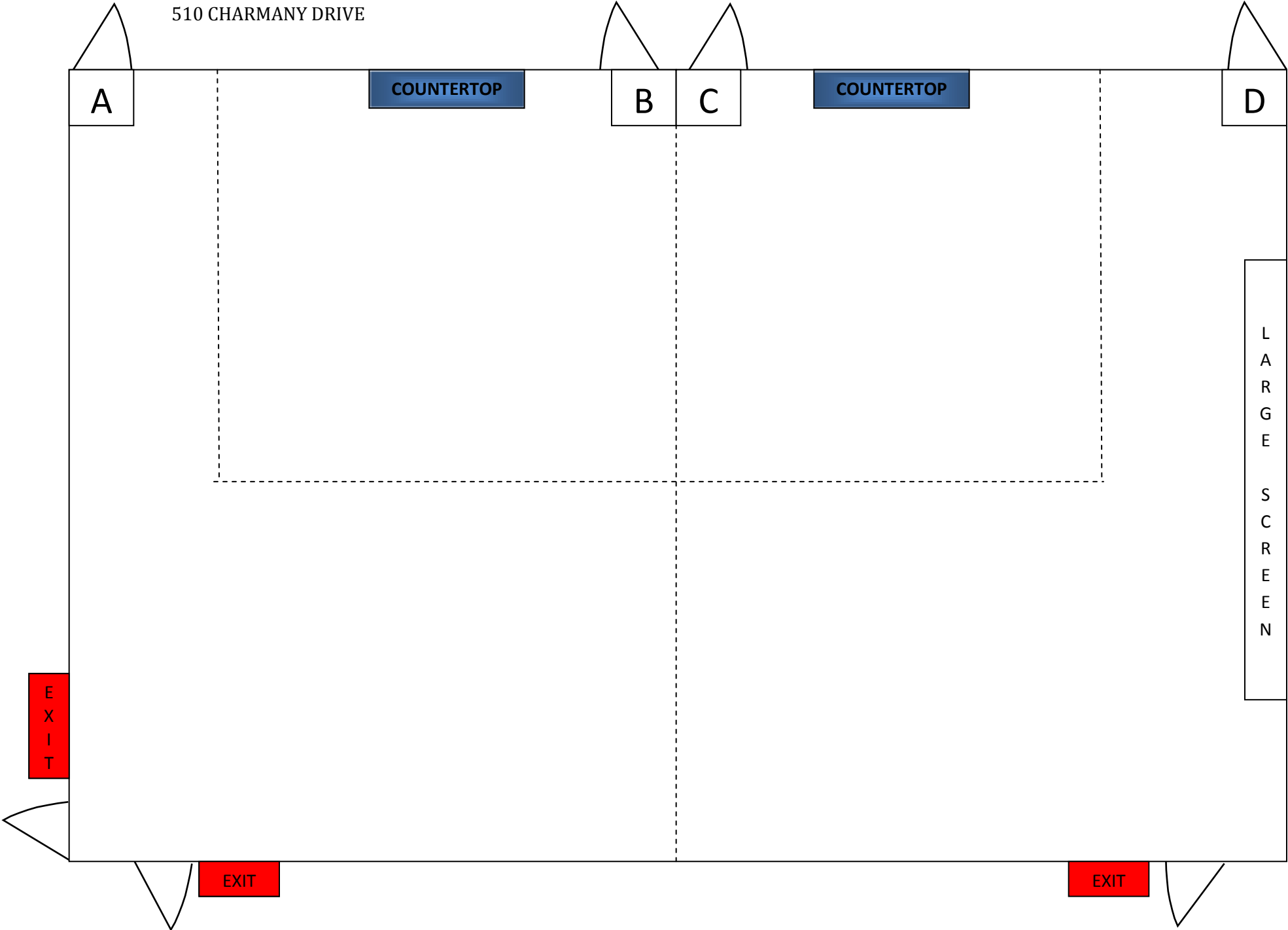
MGE INNOVATION CENTER

CONFERENCE ROOM 275C AT 510 CHARMANY DRIVE

SECOND LEVEL

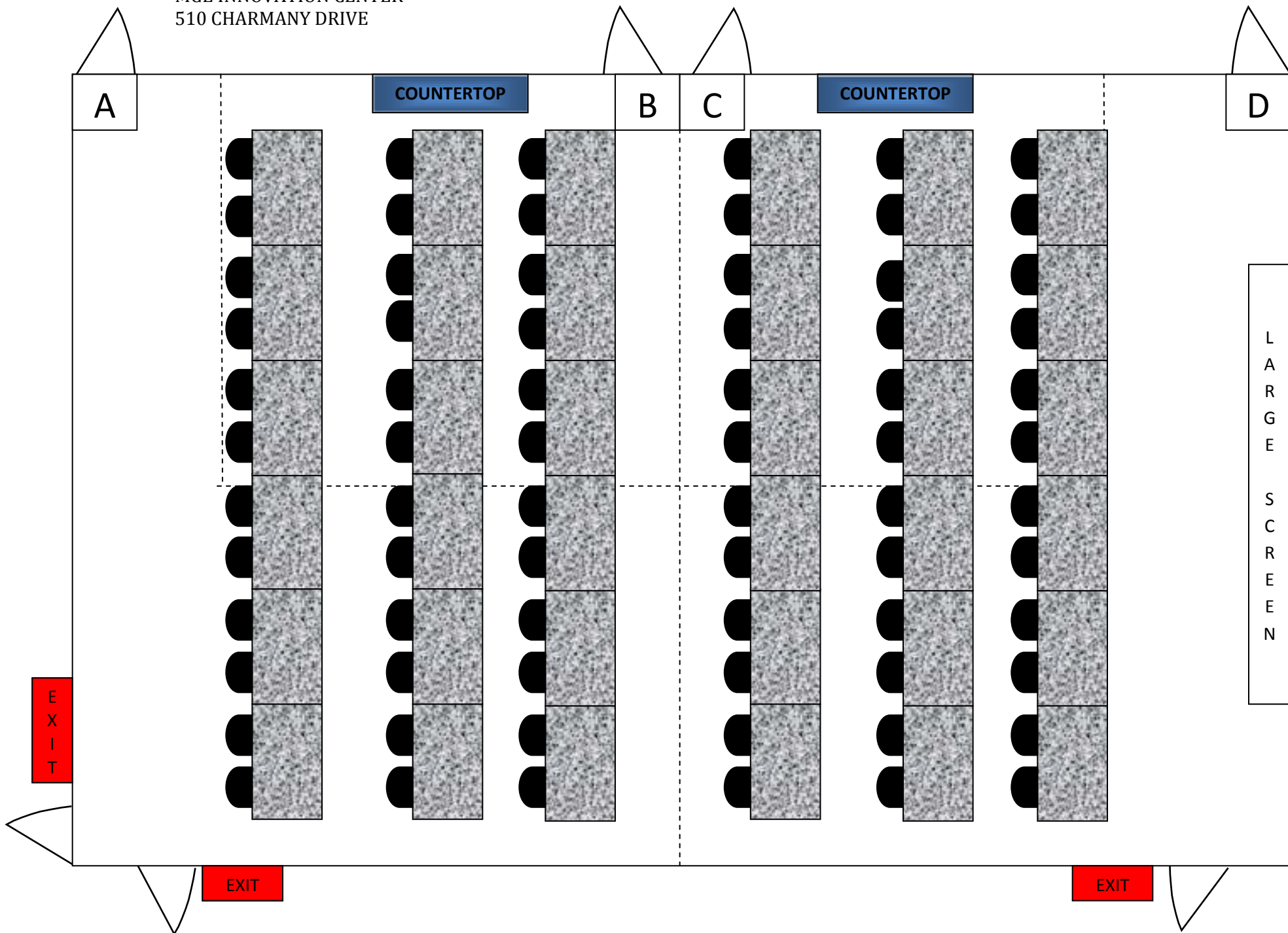


CONFERENCE ROOM 50 - LOWER LEVEL
MGE INNOVATION CENTER
510 CHARMANY DRIVE



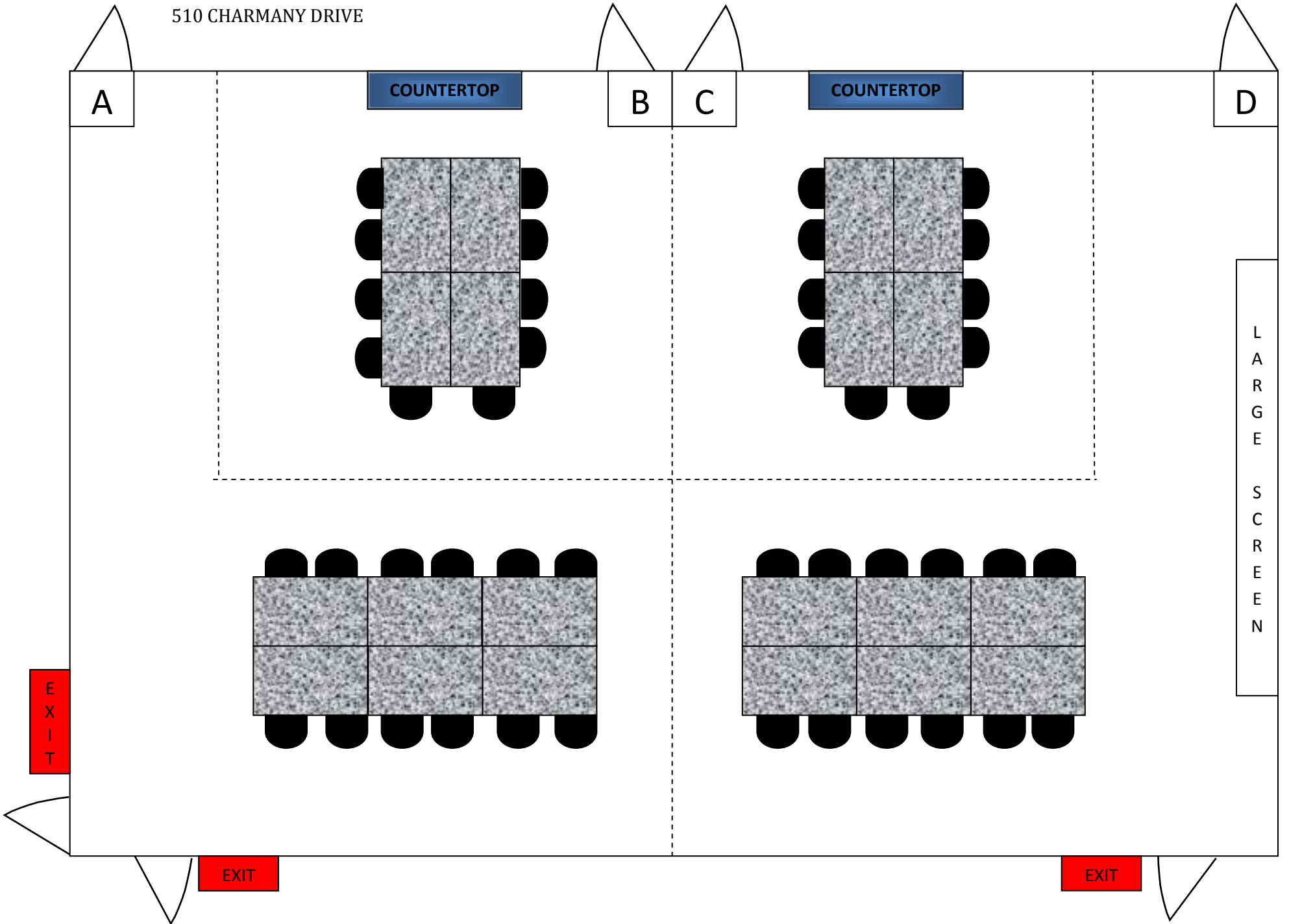
CONFERENCE ROOM 50 - LOWER LEVEL
MGE INNOVATION CENTER
510 CHARMANY DRIVE

CLASSROOM STYLE-SEATS 72



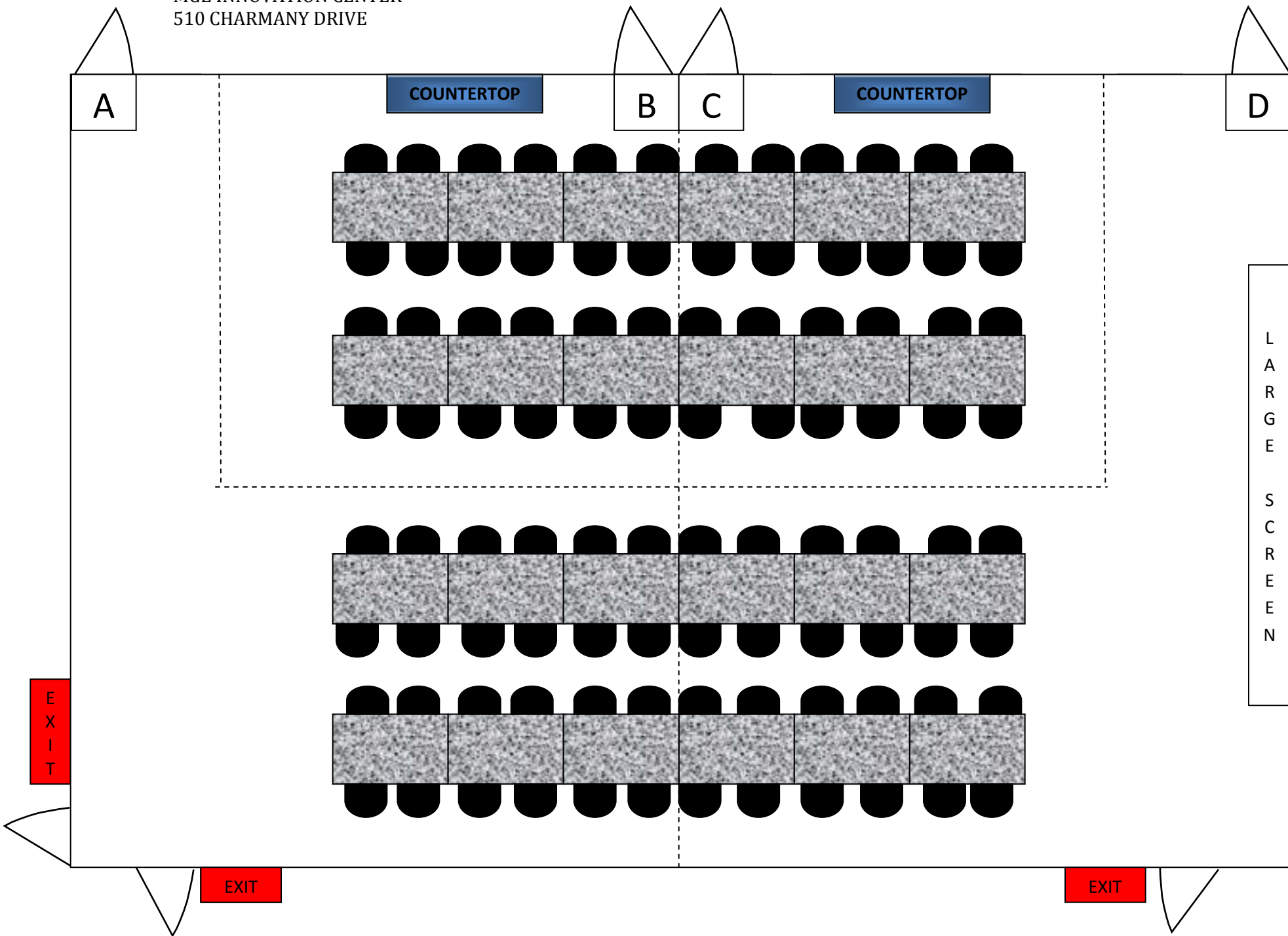
CONFERENCE ROOM 50 - LOWER LEVEL
MGE INNOVATION CENTER
510 CHARMANY DRIVE

DIVIDED INTO 4 SEPARATE ROOMS



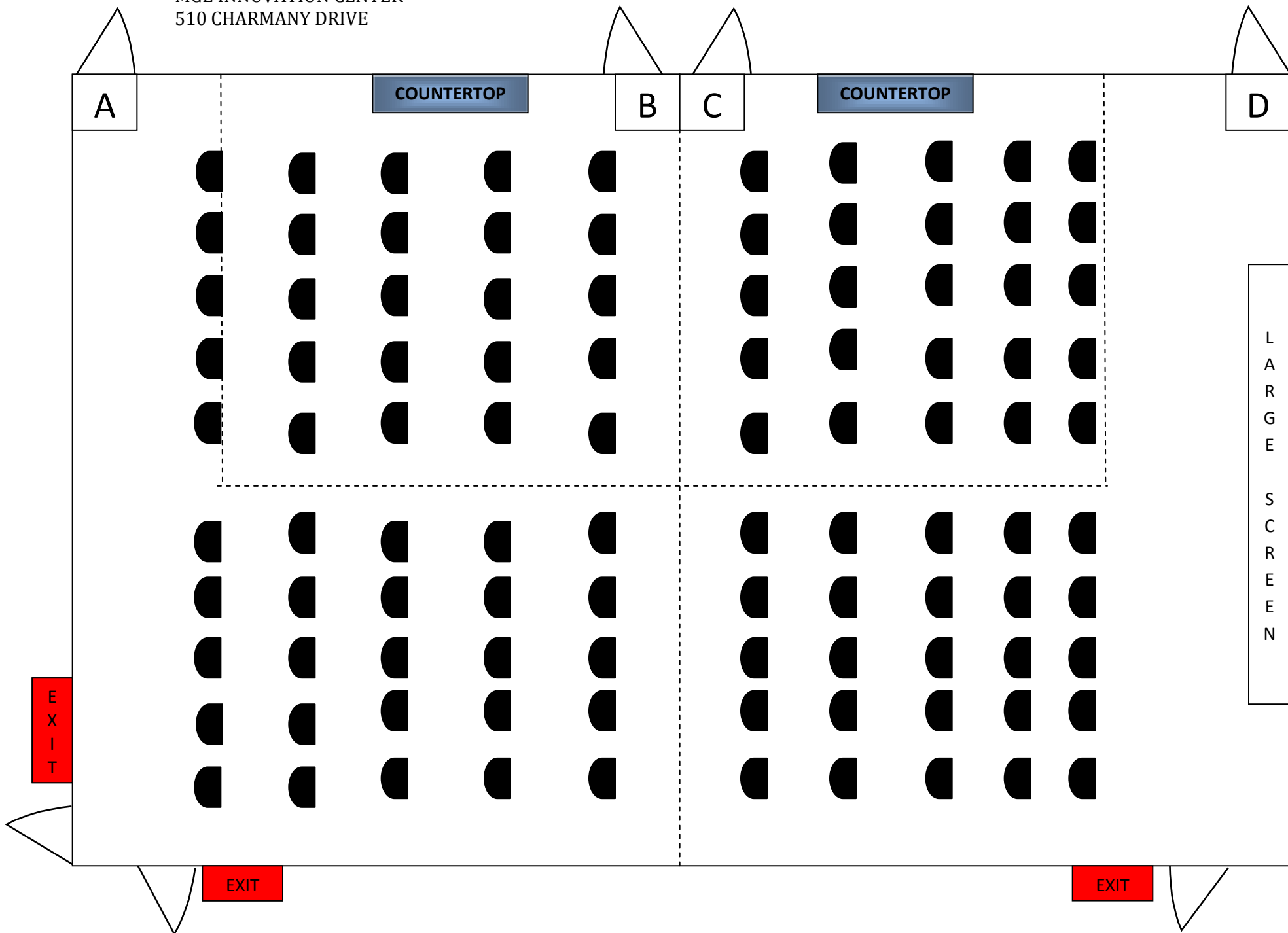
CONFERENCE ROOM 50 - LOWER LEVEL
MGE INNOVATION CENTER
510 CHARMANY DRIVE

BANQUET STYLE- SEATS 96



CONFERENCE ROOM 50 - LOWER LEVEL
MGE INNOVATION CENTER
510 CHARMANY DRIVE

THEATER STYLE - SEATS 100



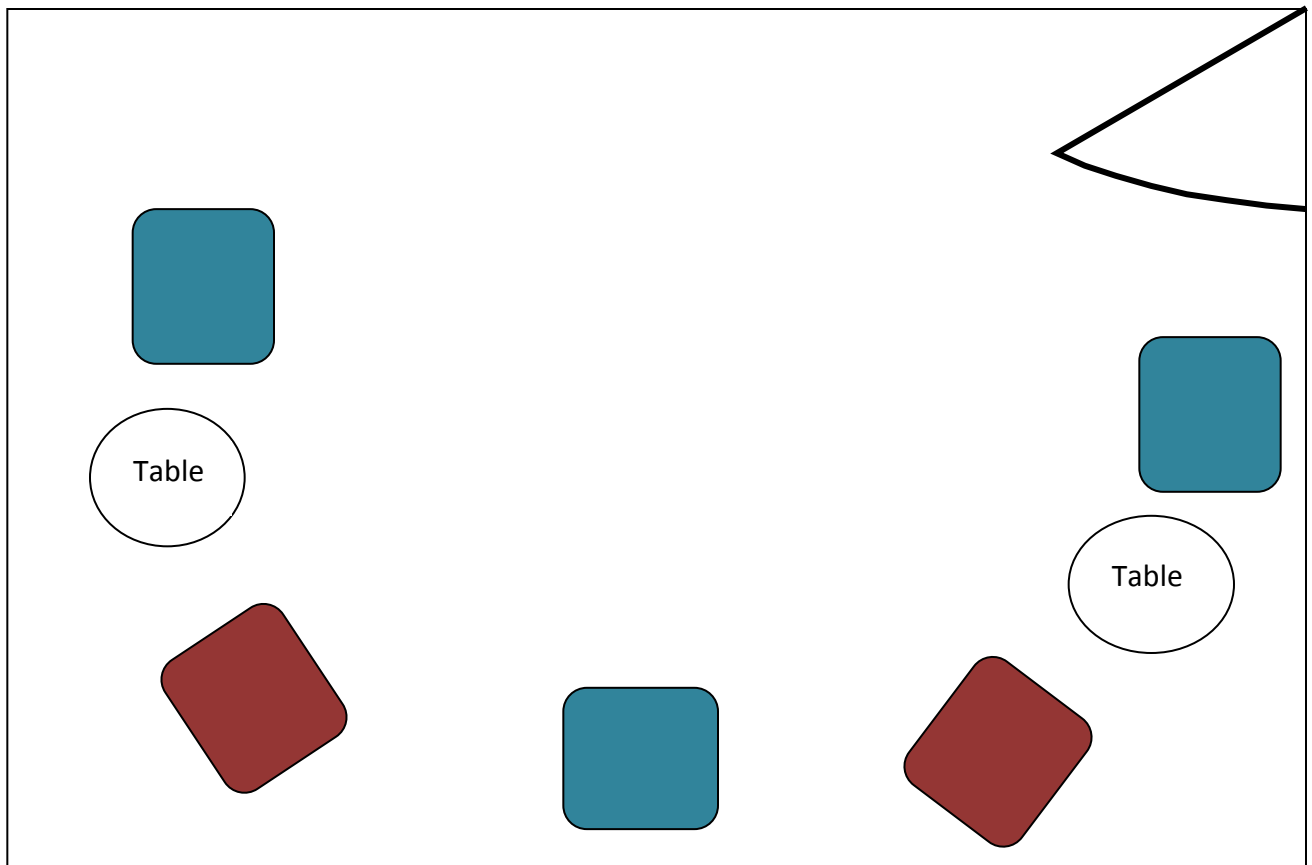


METRO INNOVATION CENTER

UNIVERSITY RESEARCH PARK
UNIVERSITY OF WISCONSIN-MADISON

1245 EAST WASHINGTON AVENUE

CONFERENCE ROOM "JAVA"



This room is designed for casual meeting space. A mobile white board is located in this room.

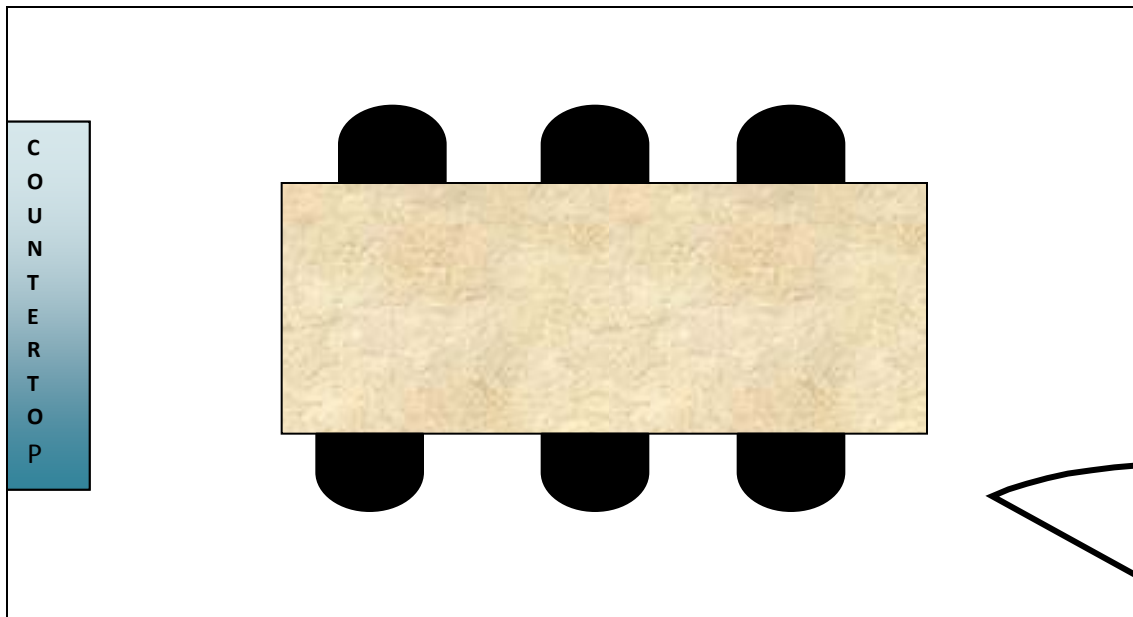


METRO INNOVATION CENTER

UNIVERSITY RESEARCH PARK
UNIVERSITY OF WISCONSIN-MADISON

1245 EAST WASHINGTON AVENUE

CONFERENCE ROOM "PERL"



A white board is located above the countertop.

COPY, POSTAGE MACHINES, & UPS SERVICE

Copy machines:

The MGE Innovation Center has two copy machines available for tenant use. The machine in the mailroom at 510 Charmany is for black and white copies only, and the copy machine in room 126 at 505 S. Rosa Road is also capable of color copying. The machines require an access code for use, which will be given to you by the Facilities Manager at your request. Tenants will be billed on the monthly invoice \$0.10 per page for black and white copies and \$0.20 per page for color copies.

Postage Machines:

A postage machine is located in the work area of the building, room 126 at the MGE Innovation Center, at 505 S. Rosa Road. A postage card will be given to you when you sign your lease. The postage card will identify you so that charges will be assigned to your company's account. It is your responsibility to know the current postage rates. You will be billed for the postage costs you incur on your monthly invoice. Also, The University Research Park Offices adds postage to the meters on a regular basis. If the machine is running low on postage, please notify the Facilities Manager.

UPS:

There is a UPS Shipping station located in the MGE Innovation Center work area, 505 S. Rosa Road, room 126. A computer has been designated for UPS shipments. It is set up so that you can just fill out the information necessary for shipping and it will print out the label. It is

important to enter in the weight of the package, which may be obtained from the 100 lb. scale located in the work area. Also, in the message line, add in your company's name. You will be charged for the exact price of the shipment, which will be added to your monthly invoice. UPS picks up on a daily basis between 3:00 and 4:00 p.m. from Room 126. A white box has been designated for UPS pick up. If you are a tenant of another building, a UPS station may be arranged for setup at your location at your request. If you experience problems with any of the work area machines, contact the Facilities Manager and service will be called.

Emergency Situations

Persons with Disabilities

Individuals who need assistance during an evacuation should identify themselves and discuss with someone, in advance, who might assist them in leaving the building. This person should then inform emergency personnel of their presence and where they are located so that further assistance can be provided.

Building Evacuation (Fire Alarm, Chemical Spill, Bomb Threat, etc.)

- EXIT the building immediately using the most direct route.
- If unable to do so on your own – Ask for assistance to the nearest EXIT or room near a stairway with a window. Note the room Number. Ask someone leaving the building to notify emergency personnel of your location so that you can get the assistance you need.
- If a phone is available, call **911**. Answer all the 911 operator's questions and the police dispatcher will relay your location to first responders. If you are calling from the MGE innovation Center from a land line, dial 9 first.

Seeking Shelter (Tornado, Severe Weather)

- Seek shelter in a room with no windows, on the interior of the building, in the lowest level if possible.
- Note the room number.
- Call **911**.
- Answer all of the 911 operator's questions and the police dispatcher will relay your location to first responders.

Fire

Before a fire: Planning & Preparation

- Know the location of the nearest fire extinguisher
- Know the location of the fire alarm pull stations, if any, in your area
- Know the location(s) of the nearest exit
- Know an alternative evacuation routes out of building
- Practice exiting your area by imagining you are in a dark, smoky environment – count doorways, turns, etc.

Upon discovering smoke, fire, or flames in the building

- Evacuate and activate the fire alarm system by pulling the nearest fire alarm, if any.
- Use nearest exit or alternate safe route
- From a safe location (assembly point) call **911** and be prepared to give:
 - Building Name
 - Floor
 - Room Number
 - Type of Incident
- **Do not** use elevators during a fire emergency.
- If a fire alarm sounds, immediate evacuation of the facility is required. Walk, *do not run*, to the nearest stairway exit and proceed to ground level. If the stairway contains smoke or fumes, use an alternative stairway exit. If it is safe to do so, close all doors and windows as you leave.
- *****NOTE*** the alarm may not sound continuously.** If the alarm stops, continue the evacuation and warn others who may attempt to enter the building after the alarm stops.
- Leave the building and move at least 500 feet away, leaving the driveways and walkways open for arriving police and fire equipment.
- **DO NOT** enter building until given the all clear from the Fire Department.
- Someone familiar with the situation and who knows the area involved should meet the fire department. Someone with keys, which may be needed to allow firefighters access to affected areas, should make his or herself available upon arrival of the fire department.
- Notify firefighters on the scene if you suspect someone may be trapped inside the building.

IMPORTANT PHONE NUMBERS

- Police/Fire/Medical - 911
- Poison Control - 1-800-222-1222
- University Research Park Office - 441-8000

Source: UW-Madison Facilities Planning & Management Disability Resource Guide

FUME HOOD POLICY

Any occupants of the MGE Innovation Center that operate fume hoods should be aware of the facility requirements concerning the operation of fume hoods. The building fume exhaust system is designed to accommodate virtually all of the common manufacturer's hoods. All occupants should adhere to the following guidelines:

1. *All hoods should be Constant Volume/Bypass type.* A variable volume type of hood can be installed, but the supply air controls are not currently in place, and would be costly to install.
2. *All hoods should be setup for an exhaust velocity of 100 feet per minute (fpm) with an 18" sash height opening.* The standard of care at most laboratory facilities is to maintain a minimum velocity of 80 fpm to avoid spillage of the effluent. Spillage can occur for many reasons, including traffic by the face of the hood, equipment set too close to the opening, and insufficient air velocity at the opening.
3. *The glass sash should be kept at 18" while the fume hood is in use.* Raising the sash above the 18" indicator will result in a decreased face velocity and the hood alarm, if present, will be activated. Raising the sash to the full height position is often required for equipment setup, but once that task is accomplished, the sash should be lowered to 18" or lower. The alarm, if present, should automatically silence itself.

Fume hood manufacturers also recommend that while working within the fume hood, the sash should be lowered, for safety reasons, to the lowest possible position that still permits the researcher to perform his or her duties. If an explosion or violent reaction occurs, there should always be a portion of the glass sash between the researcher and the potential hazard.

4. *Use the minimum amount of exhaust possible.* Both the exhaust system and make-up air system have a limited capacity. If more exhaust than necessary is used, you may be keeping other fume hoods from an adequate amount of exhaust. Also, the energy costs associated with the fume hood and makeup air systems is quite large. If you require your fume hood to be set to over 100 fpm, or a sash height greater than 18" please notify the University Research Park Office, as this may affect your monthly rent. The monthly fume hood price will be based on the above guidelines.

HOUSEKEEPING & TRASH DISPOSAL

You are responsible for the care of your individual office or lab suite. Many tenants opt to do their own cleaning, while others tie in with the cleaning service that is already in place in the buildings. AbleClean is the company that is contracted to service the common areas of the MGE Innovation Center and the Metro Innovation Center buildings. They are not responsible for the trash left outside your lab or suite door. Tenants who choose to do their own cleaning are to dispose of their own trash in the outdoor dumpsters, which are located in the loading dock areas.

AbleClean is willing to work with individual businesses to develop a maintenance plan that meets their needs. Businesses will be billed monthly by AbleClean for their services. For more information on AbleClean, contact:

Mary Ableman

AbleClean

608.217.6187

Merryable@hotmail.com

If you notice something that needs our housekeeping attention, please contact the University Research Office directly.

In the MGE Innovation Center, trash and recycling receptacles are located at the East and West ends of the building, near the loading dock area. Single-sort recycling will be picked up every Tuesday; Trash will be picked up every Wednesday.

Please follow the general guidelines for trash and recycling:

- Garbage placed in outdoor dumpsters
- Broken down pallets placed in the garbage dumpster
- Biohazard waste must be sterilized in biohazard bags in the autoclave, then placed in the regular trash dumpster, "Biohazard" should be crossed out after sterilization
- Single-sort recycling placed in the recycling dumpster
- Disposal areas are to be kept free of all debris, as these areas are designated for deliveries
- Dumpster covers must be closed when not in use.

LABORATORY SAFETY

Because laboratory needs may vary, each company must be sure that each of their employees are following adequate safety precautions in each of the individual laboratories. The University of Wisconsin-Madison often conducts safety workshops. When interest and demand is high, a class may be conducted in your building. Each year, the University Research Park will calibrate the chemical fume hoods to ensure proper use. The City of Madison Fire Department will do bi-annual checks and will notify the company if unsafe conditions exist. Each lab must provide a fire extinguisher. Annual checkups of the extinguisher are the responsibility of the individual lab.

See General Safety, Bio Safety, and Chemical Safety, resource for UW-Madison Environment, Health, & Safety:

<http://www.fpm.wisc.edu/safety>

Fume Hood Safety:

<http://www.chem.wisc.edu/content/safety-equipment-and-practices-chemistry-department-laboratories>

Chemical Storage:

All Chemical storage is regulated by the 2009 International Fire Code. More information can be collected from the City of Madison Fire Department, see contact information below.

Material Safety Data Sheets:

The International Fire Code and OSHA require MSD sheets be readily available on the premises where hazardous chemicals are stored.

Resources for the City of Madison Fire Department:

Fire Prevention Unit

Madison Fire Department Administration Building

325 W. Johnson Street

Madison, Wisconsin 53703

Phone: (608) 266-4420

Fax: (608) 267-1153

fireprevention@cityofmadison.com

PARKING

Parking in all lots of the University Research Park is free of charge to tenants and to their visitors. All unauthorized vehicles parking in handicapped spaces or in no parking zones will be reported to the Madison Police Department and a fine will be issued. To report an unauthorized vehicle in handicapped parking spaces, call 608.266.4275.

Please observe parking slots labeled 'Visitor Parking,' which are near the entrance doors. These slots are reserved for visitors to our facility - not employees of the building.

Permits:

The University Research Park maintains two parking permits for the UW-Madison campus parking. The permit is free for tenants to use and can be obtained at the University Research Park Office. The permit is temporary and is on a first come, first serve basis, and cannot be reserved. Please observe the restrictions printed on the back of the permit when parking on Campus. Permits are to be hung on rear view mirror, with the front of the permit facing the windshield. These permits are to be used for business purposes only.

If the permit is lost or stolen while in your care, your company will be billed at the full cost of replacement.

SUITE SIGNAGE

Signage for each individual company is regulated by the University Research Park. Each suite is allowed one 5" by 6" sign outside each suite.

The sign holder with the suite number will be provided and installed by the University Research Park. Any other signs will need to be approved by the University Research Park.

TELEPHONE & INTERNET SERVICE

Telephone:

- The University Research Park provides all the phone lines necessary. You will be able to choose from analog or digital at the MGE Innovation Center. Voice over Internet Protocol (VoIP) is the only option available at The Metro Innovation Center.
- VoIP by TDS Telecommunications (Metro Innovation Center only) – dedicated to a private network that delivers new applications and up-to-date functionality, and fully integrated with Microsoft products to allow voice mail messages to be delivered as emails and click and dial from your personal contacts. An additional Premium Office Package is available which includes additional features such as: selective call forwarding/call rejection/call acceptance, remote office, priority alert, push to talk, and more.

Telephone numbers can be taken with you when your company moves into a new facility within the University Research Park. Please notify the Facilities Manager prior to your move-out date. If you decide to have a new telephone number assigned to you after you move to a different facility, you may keep your phone number as a voice mailbox to refer your clients to your new number for a period of six months. You will be invoiced for this service. There will also be a one-time cost to transfer the phone number and a one-time cost to disconnect. Other direct dial phone numbers will be disconnected with no forwarding information.

Internet:

Both the MGE and Metro Innovation Centers have high-speed wireless and wired internet. The Metro Innovation Center requires an access code for wireless, which will be assigned to you by the Facilities Manager.

If you experience problems connecting to the internet, please notify the University Research Park Office by calling 441-8000 right away. If you experience problems during the weekend or after 4:30 p.m. weekdays, please call INOC at 204-0215. University Research Park has support with INOC and they will respond to internet switch problems only during normal working hours Monday through Friday.

INOC can assess whether the building and floor switches are properly working and whether the Park and UW-Campus connection is properly working. INOC cannot assist with internal company network issues.

University Research Park's Website

You should familiarize yourself with the University Research Park's website. Visit the [home page here](#). We strive to keep the latest information on the website. Along with providing information about the Park, there are several services available to you free on the website such as:

[Resource Center](#)

- [Business Directory](#) – Locate specialized services or firms or request a Business posting
- [Career Center](#) – Post a job opening and search a resume data base
- [UW Library Services and Resource](#) – View services, research and information tools

Other Resources

- [Online Maintenance Requests](#) – Submit your maintenance request online
- [Event Calendar](#) – View events and request your event be posted
- [Meeting Room Manager](#) – Web scheduling for conference rooms

MISCELLANEOUS INFORMATION

Addresses:

Be sure to include your suite number along with your address when sending and receiving mail or other deliveries. If you have an “affiliated” or “virtual” company, please send packages to the University Research Park Office, because you are not physically here. Staff at the University Research Park office will sign for the delivery and notify you when the delivery arrives if necessary.

Autoclaves:

Autoclaves are located at 505 S. Rosa Road, Room #39, and 510 Charmany Drive, across from conference room 50, in the MGE Innovation Center in the lower levels. We ask that you sign the sheet for autoclave use and to notify the University Research Park Office right away if you are having problems, and service will be called. The URP will provide filters and De-ionized water. If special accommodations are needed, notify the Facilities Manager, and proper arrangements can be made at the expense of that tenant.

Kitchenettes:

Kitchenettes are located near the conference rooms in each building. Most of them feature a coffee maker, sink, and cabinet space. Some of the kitchenettes have a refrigerator and microwave as well.

Library Computers:

UW-Madison has several computers dedicated for library use in a number of the University Research Park Buildings. There are two library computers in the MGE Innovation Center in the lower level, in the hallway that connects the two buildings. The computers may be used for free and unlimited internet access to the University Website. See the Website section for more information on the features of the UW Library Services.

Outdoor Grilling:

There is an outdoor grill located in the patio area at 505 S. Rosa Road on the South side of the building that was donated for University Research Park tenants to use. Tenants are responsible for providing all necessary items needed for grilling.

Smoking:

Smoking is prohibited in all buildings in the University Research Park and within ten feet of the entrances. Please place smoking waste in the designated receptacles outside the entrance doors. If you notice the receptacles are full, please contact the University Research Park Office.

Shipments & Deliveries:

For large shipments, loading docks are located at the East and West ends of the MGE Innovation Center. The West end of the building, 505 S. Rosa Road, has a freight elevator.