



BLACK HILLS

# **Business Development Center**

## **CLIENT MANUAL**

*Revised December 2006*

*The Black Hills Business Development Center is committed to offering quality, affordable space to attract start-ups and businesses with growth potential. Within the Center a full range of business services are provided free or at low cost through sharing. The facility offers office, lab and light manufacturing space for lease.*

*The information contained in this manual is not a contract and should not be seen as such. The management of BHBDC reserves the right to make changes to the policies, procedures, rules and regulations contained in this manual at any given time.*

### **Staff**

#### **Chief Executive Officer**

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#### **Business Manager**

**Terri Haverly**

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### **Contact Information**

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### **Hours of Operation and Security**

The Black Hills Business Development Center is open and staffed from 8:00 a.m. and 5:00 p.m., Monday through Friday excluding Federal Holidays. The main entrance of the BHBDC is open only during normal hours of operation and all entrances are to remain locked any time outside of these hours. All client companies are provided exterior individual thumb print entry, a proxy card, and suite keys and have unlimited access to their suites. Client suites are uniquely keyed and lockable for Client security. Clients are responsible for maintaining the security of their individual spaces. Any lost proxy cards or keys and personnel changes must be reported to the BHBDC staff immediately. Clients who lose proxy cards are charged \$8 for the replacement card and if a key is lost, client is responsible for the cost of any required re-keying and/or cost of key.

## Support Services

### Technical Support

All technical support issues related to BHBDC office equipment, the BHBDC telephone system or the BHBDC data network should be reported to the Business Manager or the CEO. BHBDC staff provides the first level of support on all of the above items. If necessary, BHBDC staff will coordinate repairs and service with outside vendors. Clients are responsible for all technical support and service issues for non-BHBDC services and equipment.

### Receptionist

The BHBDC receptionist service is available to all Client companies to greet and announce visitors, maintain daytime security and receive packages. Additional reception services are available for a fee such as phone answering and conference set-up. Fee to be negotiated based upon services required and billed monthly.

### Administrative Services

The BHBDC administrative service is available to all Client companies to assist in special projects. These would include, but are not limited to, data entry, large volume document copying and material preparation for mass mailings.

The BHBDC requires at least 24 hour advance notice of these projects as well as the tasks required of BHBDC staff. The fee for this service will be \$10.00/hour, billed in 15 minute increments. BHBDC staff will record time spent on the Client's project. The Client will be billed for this service on their next service invoice.

*BHBDC staff reserves the right to decline assistance for a project if it interferes with duties that need to be performed for the center.*

### Mailboxes

Client mailboxes are located on corridor wall across from conference room. Mail is usually delivered between 11 a.m. and 2 p.m. The Business Manager will assign you a suite number which must be part of your address.

### Mail Pick-Up

Western Mailers specializes in all aspects of mailing, from folding, addressing, inserting, merging and purging, to metering. Clients interested in entering into a contract for mail pick-up need to contact Rosemary Harvey at 721-5779. The Business Manager maintains a rate sheet.

### Packaging and Shipping

Packaging and Shipping materials for Federal Express, UPS, DHL and the United States Postal Service are available in the workroom. Federal Express UPS and DHL will pick up packages if contacted. Contact the Business Manager for account numbers and details.

Federal Express: 800-238-5355

UPS: 800-742-5877

DHL: 800-225-5345

All couriers are sent directly to Residents' offices. In a resident's absence, the Business Manager will sign for your package, unless otherwise informed in writing to not accept packages. Please notify the Business Manager of any special shipments or deliveries.

A USPS postage machine is available to all residents. Residents will be assigned a billing code and will be billed monthly for usage.

## **Notary Service**

Both the Rapid City Economic Development Partnership and West River Business Service Center have Notary Publics. This service is provided at no charge.

## **Signage**

All signage is provided by the BHBDC. No additional client signage is permitted. Please provide a high resolution image of your company logo to the Business Manager.

## **Parking**

Residents must purchase a campus parking permit for our appropriate area. Vehicles not displaying the parking permit may be towed. Please see the Business Manager for the parking registration form and procedures.

Remember:

- The speed limit on the campus is 15 miles per hour. Pedestrians have the right of way at all times.
- A complete stop is required at all stop signs.
- Unauthorized removal or passing of road barricades will constitute a violation.

Designated visitor parking is located in the front of the building.

Specific regulations regarding campus parking should be reviewed at:

<http://www.sdsmt.edu/services/facilities/park8-17.htm>

## **Janitorial Services**

Service for common areas is provided by BHBDC. The BHBDC will provide garbage containers in the common areas. Clients are responsible for maintaining their leased space. There is a dumpster located in the parking lot-do not use other SDSM&T dumpsters. A vacuum cleaner for Client use is also located in the Janitor's closet. Clients wishing to contract for janitorial services can contact Automated Maintenance Systems, Inc 348-6476.

## **Property Maintenance**

Upkeep of the Black Hills Business Development Center facility is provided by BHBDC. If you notice any problems in the facility such as leaks or HVAC problems, please report these to the Business Manager.

## **Meeting Rooms**

The BHBDC meeting rooms may be used by making a reservation with the Business Manager. When making the reservation please stipulate the room arrangement you desire. The rooms are reserved on a first-come, first-served basis. The meeting rooms must be left clean and ready for the next appointment. Audio/visual equipment is available in the boardroom, including a conference phone and LCD projector. A second LCD projector is available and may be scheduled by contacting the Business Manager. If you would like to acknowledge any groups or visitors to our building on the Welcome board, notify the Business Manager 24 hours in advance of their arrival.

Use of the Board Room or the Conference Room may include a fee.

- The Board room has a capacity of 50 people.
- The Conference room has a capacity of 15.

**After Hours Use**

To use the BHBDC meeting rooms after normal business hours, please make arrangements with the BHBDC staff.

**Break Room**

The break room provides residents with the opportunity for networking and informal discussions, an important aspect of the incubator experience. A bulletin board announcing incubator programs and opportunities for residents such as grant solicitations, seminars and workshops, special events, etc. is also located here. We ask that any item removed from the break room be checked out with the BHBDC staff.

The BHBDC provides coffee for all its clients. Please turn off the burner when a coffee pot is empty or has just a small amount remaining. This is a fire hazard. Please report any problems to the Business Manager. The refrigerator may be used by any client of the BHBDC. We ask you to periodically check for food that may have been forgotten. Please discard your trash in the receptacles provided.

# Telephone System

The BHBDC uses a digital phone system that integrates analog extensions, fax machines, and VoIP extensions to the Cisco 7940 IP Phone. You'll have individual direct dial numbers for your business (publishable), ability to forward your calls to a cell phone, and a voicemail account.

## Placing a call

To place a call, you can either pick up the handset, press the button next to right of your account name, press the "NewCall" button, or press the speaker button on the lower right corner of the phone.

Local calls:	Dial 7 digits
LD Calls:	Dial 1-<area code>-7 digits
International:	Dial 011-<country code>-<number>

When the digits are entered, a "Dial" command will appear on the phone's screen. Press that button to place the call.

## Receiving a call

Your business will be assigned various direct in dial (DID) numbers that utilize the BHBDC's phone system. Please see the BHBDC manager for different numbers and the ability to publish a number in the local directories.

To answer a call, either pick up the handset, press the button next to the account name that has the flashing ringing icon, or press the speaker button.

## 4-Digit Dialing

Your office may be established with 4-digit dialing. Simply dial the 4-digit extension to reach that phone. The BHBDC management will also have 4-digit numbers.

## Long Distance

The manager of the BHBDC will provide you with a three-digit account code to make long distance calls and faxes. After you press the "dial" button, you'll hear a tone letting you know to enter your 3-digit code. If accepted, the call will go through. The BHBDC will reconcile your LD bill with you every month.

## Call Forwarding

You can forward all incoming calls to a different number by selecting the "CFwdALL" button. Type in the number you would like to forward your calls to and press "select." The screen will then display that your calls are "forwarded to xxxxxxxx." To disable the call forward, press the CFwdALL option again.

## Hold

If during a call you would like to place the caller on hold, press the hold option on the screen. To resume the call, press the resume option.

## Conference

If during a call you would like to conference in another call, press the Conference option. That will place the original call on hold until the new call is answered. From that point you can press the Join option to bring the three parties together.

## Transfer

### Attended Transfer

If during a call you'd like to transfer the call to another number, press the "more" option and then the "Trnsfer" option. This will place the first call on hold until after you speak with the new party and confirm the transfer. Press the "Trnsfer" option again to send the original call to the new party.

### Blind Transfer

If during a call you'd like to transfer the call without talking to the new party, press the "more" option and then the "BlndXfr" option. This will immediately send the call to the new party.

## Conference Bridge

To set up a conference bridge, see the BHBDC manager. You will be assigned a DID number and a meeting password. Inform the members of your call of the phone number and "meeting room" password and everyone will be connected.

## Voicemail

To access voicemail from your desk, dial 500. The system will ask for your password that is set up as 1234 initially. You can change it through the system prompts, however.

To access voicemail from outside the office dial 716-2499. The system will ask for your mailbox number (your 4-digit extension) and password.

```
Main Menu
1-Listen to new messages
2-change folders
    0-new messages
    1-old messages
    2-work messages
    3-family messages
    4-friends messages
    #-cancel
3-Advanced Options
    1-Send a reply
    3-Listen to the message envelope
    5-Leave a message for another extension
0-Mailbox Options
    1-Record your unavailable message
    2-Record your busy message
    3-Record your name
    4-Record a temporary greeting
    5-Change your password
5-Repeat Current Message
6-Next Message
7-Delete Message (or undelete if you had selected delete earlier)
8-Forward Message to another user
9-Save Message to a folder
*-Help
#-Exit
```

The system will play your Busy message to a caller if you are on the phone at the time.

The system will play your unavailable message to a caller if you do not answer the phone after four rings or if the phone is set in Do-Not-Disturb mode.

## **Do-Not-Disturb mode**

To enable DND mode:

Settings Button

Scroll to option 6 (or press 6): Call Preferences & press select

Press Yes on option 1: Do Not Disturb

Press Save.

Click the Back button. The DND will display on the phone's screen to show that it is active.

To disable DND mode:

Press the DND button

## **Additional Phone Buttons**

Directories button

- 1 – Missed Calls – a list of calls you have missed
- 2 – Received Calls – a list of calls you have received
- 3 – Placed Calls – a list of calls you have made
- 4 – Personal Directory

You can build a directory of numbers you dial often. To create an entry, click the "Add" option and spell the name using the alphanumeric buttons. Then click the down arrow to highlight the "new phone" field (be sure to press the Number button to make the buttons type numbers) and enter the phone number. Then click "save."

Settings button

- 1 – Contrast – change the contrast of the screen
- 2 – Ring Type – choose between 2 rings
- 6 – Call Preferences
  - 1 - Do Not Disturb – enable if you don't want the phone to ring
  - 2 - CallerID Block – not enabled
  - 3 - Anonymous Call Block – Reject incoming anonymous calls
  - 4 - Auto-Complete Numbers – if yes, the phone will attempt to fill in the rest of your dialed digits if it recognizes a previously dialed pattern
  - 5 - Call Waiting – If yes, you'll hear a call waiting done if you get a call while on the line.
  - 6 - Call Hold Ringback – not enabled
  - 7 - Stutter Msg Waiting – if yes, you'll hear a stutter dialtone if you have a voicemail waiting
  - 8 - Auto Answer (Intercom) – If yes, the phone will immediately answer an incoming call
  - 9 - Speed Dial Lines – not enabled on this phone

Messages button – not used

Services button – not used at this time

## **Network Infrastructure and Access**

### **IT Support**

The BHBDC is provided the same IT support that SDSM&T provides to its campus community under the same conditions. SDSM&T will provide network connectivity, computer support, and troubleshooting. Clients will be responsible for purchasing all hardware and software required to be part of and maintain its connectivity to SDSM&T.

### **Network Security**

The BHBDC is dedicated to maintaining a secure Information Technology infrastructure for all Client companies. To ensure its ability to do so, any network devices implemented by Clients are subject to review by the BHBDC and its network management company prior to implementation. The BHBDC/SDSM&T reserves the right to disable Client's computers from the network due to viruses, security breached (aka, machine hacked) or spyware.

### **SDSM&T Network connectivity to the BHBDC**

Network connectivity to the BHBDC will be provided by 6-wire single-mode fiber cable run from the wiring closet in the BHBDC to the SDSM&T Computer Center in the Electrical Engineering Building, with a 20' service loop on each end. The fiber was installed at the BHBDC's expense, with the route coordinated with SDSM&T Information Technology personnel. The fiber cable will be terminated with 3M 8300 SC style connectors and will be certified to 1Gbit.

Personnel and businesses that are associated with SDSM&T can be connected up to SDSM&T's internal campus network. Those not associated with SDSM&T will have an active internet connection, but will not be on SDSM&T's internal campus network. All computers with network connections will require an actively maintained virus scanner installed on the machine.

### **Network Access in Common Areas**

The BHBDC provides shared Internet access and telephone system access in all common areas.

### **Wireless Network Access**

The BHBDC provides shared wireless Internet access in the board room and can be made available in other parts of the Center. Contact the Business Manager for access to this service.

## Shared Equipment

The following equipment is available for general use:

- color copier
- fax machine
- conference phone
- USPS Postage Machine
- projector
- typewriter
- document shredder
- hand cart
- paper-cutter, hole punch, heavy-duty stapler, etc.

There may be fee-for-service charge for use of some of the office equipment. The copier and long distance faxes require access codes. Check with the BHBDC Business Manager for account numbers and assistance.

### Operation of Equipment

#### FAX Machine

The shared FAX number is **(605) 343-1916**. Clients are only responsible for long distances charges. The FAX machine uses the same long distance codes as the telephone system (assigned by Business Manager). No code is needed for local calls. To send a local fax, simply enter the number. For long distance faxes, after you press the “dial” button, you’ll hear a tone letting you know to enter your 3-digit code.

#### Toshiba 281c Color Copier in Workroom

The e-studio281c is a network printer, scanner, fax machine and copier.

#### Copier/Printer Procedures

To copy:

- \* Enter your access code
- \* Insert document face up
- \* Select number of copies and any other functions needed (sorting, color, staples, letter size)
- \* Press Start

#### To print from your PC

- \* BHBDC staff needs to install a print driver on your PC.

#### Scanning Procedures

To scan:

- \* Press the scan button
- \* Insert document face up
- \* Select Scan-to-Email
- \* Select Email destination; PRESS RETURN
- \* NOTE: Select EDIT button before pressing ENTER to change multiple settings--ie: b-w to color; scan 2 sided documents; change resolution, etc.
- \* Press ENTER; PRESS SCAN

To retrieve your scanned document:

- \* Go to your PC
- \* Check your email

## Fee Structure

Service	Fee Explanation	One Time Setup Fees	Monthly Fees	Initial Acceptance
Virtual Office Program	\$99 per month			
<b>Data Network Services</b>				
Hardware installation	BHBDC Contracts	\$150/hour		
	Or Tenant responsibility with BHDC approval			
Data line installation	BHBDC Contracts	\$150/hour		
	Or Tenant responsibility with BHDC approval			
<b>Voice Network Services</b>				
7940 Cisco IP Phone	PrairieWave determination	\$500		
Line charges			\$40.00	
Installation		\$125/hour		
<b>Additional Services</b>				
IT Support Services				No charge
Color Photocopies/Printing				.20 copy
B&W Photocopies/Printing	First one hundred free monthly			.05 copy
Document Scanning				No charge
Facsimile				Free, with long distance charges applying
Video Conferencing Rental-tenants				No charge tenants
Video Conferencing Rental-non-tenants (scheduling of room is limited to one week prior to usage)				\$100/hour between the hours of 8-5 (MST) Monday – Friday
Off Site LCD Rental				\$50/day
Board room				No charge for residents
Conference Room				No charge for residents
Notary Service				No charge
Mail Pickup Service				Carrier charges
Mail Box				No charge
Janitorial Service				No charge common areas
Shipping/Package/Service				Cost of Materials & Shipping Cost
Excess utilities cost	Utility charges beyond normal usage			TBD

## **Business Development Services**

### **Mentoring**

All clients are provided an opportunity to work with individual mentors from SCORE on an as needed basis. Mentor assistance can be augmented by other resource providers such as Western Research Alliance, Genesis of Innovation, local business people and economic development professionals. Contact the BHBDC for contact information and help to coordinate your needs.

### **Business Consulting**

Members of the Governance committee and partner organizations such as the Small Business Administration, the Service Corp. of Retired Executives (SCORE), and the Small Business Development Center (SBDC) provide consulting and advice in the following areas:

1. Marketing
2. Accounting
3. Human resources
4. Finance
5. Insurance

### **Professional Services Network**

The BHBDC staff serves as the basis for a professional network to connect tenants with the following services:

1. Marketing
2. Accounting
3. Human Resources
4. Legal Advice
5. Other

### **Equity Funding Assistance**

Partnering with the Tech Ventures, Genesis Equity Fund and Genesis of Innovation, the BHBDC helps Angel Investor/Venture Capital forums and seminars to:

1. Educate clients on the role of equity funding
2. Educate potential angel investors on investing process
3. Provide opportunities for clients to present business to Angel/Venture Capital investors

### **Grant Funding Assistance**

Partnering with the South Dakota Small Business Innovation Research (SBIR) Center and the South Dakota Experimental Program to Stimulate Competitive Research (EPSCoR) Program, the BHBDC helps identify potential grant funding sources for research and product development in coordination with these offices at the South Dakota Small Business Development Center at the University of South Dakota.

### **Connecting Clients and Postsecondary Students**

The BHBDC partners with the SD School of Mines & Technology, the Governors Office of Commercialization, N2TEC Institute and the Regents programs to assist clients in establishing internship programs.

### **Technology Entrepreneur Education Series**

Partnering with resource providers, the BHBDC will establish a series of seminars directed specifically at the needs of technology entrepreneurs and business education. The seminar topics could include:

1. Funding technology startups
2. Commercializing technology
3. Securing intellectual property
4. Business operations

### **Additional Activities**

The BHBDC makes its facilities available to partnering organizations such as SBA, SCORE, the SBDC, Western Research Alliance, Governors Office, SD SBIR, EPSCoR, local universities and local development organizations for seminar and training activities.

## **Public Relations**

### **Member Company Information**

Upon moving into the BHBDC, residents will be asked to complete a member company information form. This information will be used to compile resident portfolio information to potential investors and business professionals. It will also be provided to the Center business manager, governance committee, and other residents to keep them abreast of the other companies in the Center.

### **Press releases/Announcements**

Periodically, the BHBDC will ask you for additional information for use in press releases issued by it. Examples are:

- When a new resident moves into the incubator
- When a resident is awarded major venture funding or a grant
- When a resident graduates

Residents will be given the authority to review all press releases that mention their companies prior to their release to the media.

### **Promotional Information/Storage**

Each resident will be provided space in the reception area to display company promotional material, such as a brochure, fact sheet, or business cards. Companies will also be provided with a sign to display the name of their companies outside their offices.

## **Black Hills Business Development Center Client Graduation Policy**

### **Benchmarks for Graduation from the Program are:**

1. CLIENT has employed twenty-five (25) or more employees to work at the Premises; or
2. CLIENT'S need for rentable area equals or exceeds 5,000 square feet; or
3. Sixty percent (60%) or more of the CLIENT'S revenues are derived from consulting by the CLIENT; or
4. The expiration of three (3) years from the Commencement Date of the initial lease.

### **Graduation Procedures**

- All office and mailbox keys as well as proxy cards must be returned to the Business Manager. Failure to do so will result in Client being assessed a cost of re-keying all affected locks.
- A list of all employees must be furnished to the Business Manager.
- All suites must be returned to original condition. Restoration costs including, but not limited to, painting and carpet cleaning may be withheld from rent deposit.
- All Clients must provide a forwarding address and complete a forwarding order for the Post Office. Forms are available from the Business Manager.
- All Clients must provide information on telephone service provider to ensure proper transfer of Published Numbers.

## **Black Hills Business Development Center Policies**

### **Right of Entry**

Client agrees that BHBDC's representatives shall have the right to enter all parts of the premises, upon reasonable advance notice and at all reasonable hours, to inspect, test, clean, make repairs, alterations, and additions to the building or the premises that it may deem necessary or desirable or to provide any service which it is obligated to furnish clients of the building.

### **Conduct/Prohibited Activity**

Residents should provide reasonable cooperation with the center business manager and other residents in abiding by the following:

1. The sidewalks, entrances, and hallways in common areas shall not be obstructed by any resident or used for any purpose other than entering and exiting unless they are being used as temporary moving routes.
2. Toilets, sinks, and other plumbing fixtures will be used responsibly and for their intended purposes. No coffee grounds, food, paper towels, or other non-intended substances shall be flushed or washed down drains. All damages resulting from misuse of plumbing fixtures shall be borne by the resident who has caused the damage.
3. Smokers must go outside the building to smoke to the designated area. Smoking is prohibited inside the building.
4. If a resident is having a problem with or sees a broken plumbing fixture, it should be reported to the center business manager, so it can be fixed promptly.
5. Loud or unusual noises or odors will not be permitted in a resident's space if it is offensive or disruptive to the other residents in the center. Noise levels created by machinery must not exceed a limit of 85 decibels.
6. No cooking is allowed in the facility except in the break room. For the care and maintenance of the kitchen equipment, clean any spills in the microwave after each use, and do not leave any expired or aged food or beverage products in the refrigerator. It is recommended that residents label food, beverages, and condiments stored in the refrigerator with their name.
7. The South Dakota Board of Regents has established the policy stating the possession or consumption of any alcoholic beverage is prohibited in any building or in any area on the campus of the South Dakota School of Mines and Technology. No firearms, intoxicating drugs, explosives, fireworks, alcoholic beverages, flammable, radioactive, or potentially contagious/hazardous materials will be permitted in the Center without prior disclosure and specific written permission for the business manager.
8. Follow the South Dakota School of Mines & Technology procedures when a bomb threat occurs on campus or when a fire is discovered on campus. Campus rules are also followed regarding snow days and closure.

9. Subletting is not allowed. Should a resident engage in subletting of any kind, there will be an immediate termination of the lease agreement. If a resident has excessive unused space, the resident should inform the business manager and accommodations will be made to remedy this situation.
10. Leased premises shall not be used for lodging or overnight occupancy that is non-work related.
11. Residents are responsible for the purchase of insurance to protect their property and employees. All residents are required to have both liability insurance and workers compensation insurance as specified in their lease agreements.
12. Residents can hang framed pictures on the walls of their office.
13. A sign will be provided by the Center for outside each resident's door.
14. Any alterations to an office must be made at the resident's expense and must be approved by the business manager in advance of the alteration.
15. Residents should maintain and repair their leased suites. All costs for outstanding repairs beyond normal wear and tear are the responsibility of the Resident.
16. Residents must use space for the purpose specified in their lease agreements. Residents shall conduct no unlawful trade, business, or occupation. Residents should obtain all necessary licenses and permits, and comply with all laws and regulations.
17. Actions or behaviors made by Residents that the center business manager or the advisory board deems damaging to the image or reputation of the Center will be cause for the immediate termination of the lease agreement and eviction from the Center.
18. Policy Against Harassment-The Black Hills Business Development Center does not tolerate harassment of any of our employees, applicants, vendors or customers, and our policy is to maintain a working environment free from harassment. Any form of harassment related to an individual's race, color, sex/gender (including same sex), religion, age, national origin, handicap, disability, veteran status or any other protected category is a violation of this policy and will be treated as a disciplinary matter. For these purposes, the term "harassment" includes:
  - Offensive remarks, negative stereotyping, comments, jokes or slurs, or other verbal or non-verbal conduct, pertaining to or showing hostility towards a person because of his or her race, color, sex/gender, religion, etc.;
  - Offensive sexual remarks, sexual advances, flirtations, propositions, requests for sexual favors or other verbal or non-verbal conduct of a sexual nature regardless of the gender of the individuals involved;
  - Unwelcome or offensive physical conduct, including touching, regardless of the gender of the individuals involved;

- Display of offensive pictures, drawings or photographs or other communications, including e-mail;
- Threatening reprisals for an employee's refusal to "cooperate" or respond favorably to sexual advances, requests for sexual favors or for reporting a violation of this policy; and
- Otherwise threatening, intimidating or hostile acts.

### **Fire Extinguisher Location**

There are two fire extinguishers in the facility. One is located by the restrooms and the second in the resident's hallway.

### **Tornado Warning**

A tornado warning means that a tornado has been spotted in or near Pennington County. Personnel must stay alert to any sudden changes in weather conditions or weather announcements and be prepared to seek shelter immediately. Personnel should stay away from the windows as much as possible. The BHBDC staff will monitor conditions for any changes. If a tornado has been spotted in close proximity during normal operations, all building occupants should move away from all windows and take shelter immediately. All non-essential activities will stop until the danger has passed and "All Clear" has been announced.

### **Alarm System**

For your personal safety and the protection of your property, re-entry to the building after regular hours of operation will require residents and their employees to use the security keypad. Residents must submit a completed security request form to the Business Manager who in turn will train each employer on the system. As a user of the system, you will be assigned an access code which is used to arm and disarm the partition(s) to which they are assigned. Your access code may not allow you to access certain system functions. For instance, if your code is only allowed to arm and disarm Partition 1, you will not be allowed to arm or disarm other partitions, or the entire system. You must notify the Business Manager of any employment changes.

The use of keys and security codes by anyone other than the employee is strictly prohibited and misuse may result in possible dismissal of the resident company from the facility.

In the event of an emergency, a member of the center's business manager should be notified immediately and the proper authorities (fire, police, 911, etc) should be notified accordingly as judged by the resident. Please note upon moving into the center the location of all available fire extinguishers.

If an alarm is sounded, evacuate the building.

## **Security System Procedures/Information**

Doors remain unlocked 7:45 a.m. to 5 p.m. Monday – Friday

### Opening (Monday –Friday):

Front doors and middle doors will automatically unlock at 7:45 a.m. provided that someone has entered the facility and disarmed the system. The outside back door always remains locked from the outside and must be accessed using proper credentials. **HOWEVER**, you may exit at any time by pushing on the door!

If you come to work earlier than that time or other non-duty hours:

Scan your proxy card

Scan your thumb print

These two procedures will unlock the doors for you to enter

Check the alarm panel

If the panel states enter code to disarm system input your four digit code. This is necessary to unarm the alarm.

If the panel light says ready (it will be green), there is no need to enter your security code.

### Closing (Monday – Friday):

Doors automatically lock at 5 p.m. You can get out-nobody can get in unless you open the door for them or they have access authorization.

The alarm system automatically sets at 10:00 p.m.

If you stay after 5 p.m.:

5 p.m. – 10:00 p.m.- simply walk out

Staying past 10:00 p.m. you have a two minute window to disarm the alarm

The system will beep and alert you to input your code.

At the alarm panel input your four digit code between 9:58 p.m. and 10:00 p.m. If you miss that window, you will be considered an intruder and the alarms will alert Black Watch.

When you do leave, you must input your four digit code & \* into the alarm panel. This arms the security system.

There is one minute for you to depart the building and ensure the door closes or the system will trigger an alarm.

### Special Circumstance:

If for some reason you are the last person to leave the building prior to the 5 p.m. closing, you must input your four digit code & \* into the alarm panel. This arms the security system and the doors will lock. Examples would be a snowstorm or special events that all building occupants are attending. If you need to lock the building prior to the 5 p.m. closing and someone remains in the building, you must input your four digit code & \* into the alarm panel. Then, within two minutes, re-input your four digit code (no \*). By doing this, it will lock the building but unarm the security system which includes motion detectors.

## **HVAC/Information**

Heating & cooling is set to “occupied” 6 a.m. – 10 p.m.

Heating & cooling is set to “unoccupied” 10 p.m. – 6 a.m. (which is 10 degrees cooler)

If you come to work earlier than that time or other non-duty hours:

Find the thermostat for your zone (Business Manager can provide you your information to have on file)

Press On

When you leave

Press cancel on that same thermostat

Please consider your co-workers and take note: Auxiliary heating in your room causes the central system to sense it needs cooling to achieve the established zone temperature. As a result all other offices within your zone cool in order to average the established temperature.