



Associate Handbook

2225 Sycamore Street
Harrisburg PA 17111
717-232-6040

The Workplace HUB
Associate Handbook

Welcome:

The Workplace Hub (the HUB) welcomes you to our all inclusive co-office facility. No other co-office facility can offer a complete office solution to its associates like the HUB. The Workplace HUB is a place for small businesses, entrepreneurs and business travelers to maintain office space that is professional, multi-functional and most of all, affordable.

Whether you are a MEMBER with access to our shared space, or a PARTNER with a private office, you made the right decision in becoming a HUB associate. Our goal is to make sure that your HUB experience is positive and that all services meet your needs.

The Workplace Hub Associate Handbook is designed to provide you with all the information you need to be a HUB associate. As a HUB associate, you are part of a network that will enhance your business, facilitate new business relationships and foster your business growth.

Application

Becoming a HUB associate is a very straight-forward (2) step process:

Step 1: Simply stop in during normal Hours of Operation or call to schedule an appointment. We'll give you a tour, and answer any questions you have.

Step 2: Associates with interest in 24/7 access complete an application that includes a background check. Pending acceptance, meeting Agreement requirements and completion of administrative setup, your start date can be immediate.

Associates with interest in using the HUB during normal operational hours complete the administrative setup, and start immediately.

Services

When becoming an associate of the HUB, the individual selects the type of service(s) they wish to use. The services available are outlined in the HUB Services Menu. There are two (2) types of associates: Partners and Members. All HUB associates receive specific services as part of their agreement. There are Office Support Services (a-la-carte) that are available at additional charges.

Agreement and Initial Payment

All HUB associates approve the Associate Agreement which defines the relationship and commitment of both the Workplace Hub and the Associate. Along with the approval of the

Associate Agreement, you acknowledge that you have read and understand this Associate Handbook.

To become a HUB Associate, the individual must sign the HUB Associate Agreement which provides the individual's information, the type of associate, any al-a-carté services and payment method. The Associate Agreement also includes the terms and conditions for being a HUB Associate.

In order to execute the Associate Agreement, the HUB shall receive the first month payment as well as an additional month payment that will be placed in escrow. The escrow amount will be returned to the Associate upon termination of their agreement with the HUB under the following conditions:

1. The Associate provides a written 30 day notice prior to vacating the HUB.
2. The office is vacated in an acceptable condition.
3. The fob and key(s) are returned

If the above 3 conditions are not met, the Associate forfeits the escrow amount.

Operations

Hours: The HUB business hours are Monday through Friday, 9:00 am until 5:00 pm. All Associate related business is to be conducted during this time. After hour emergencies are to be reported to the on duty administrative contact.

The HUB is open 24/7 for our PARTNERS with private offices and MEMBERS with access to the shared space under the FULL plan. All others have access to the HUB from 9:00am to 5:00pm weekdays, excluding national holidays.

Parking: Free parking is provided to The HUB associates and guests. Parking spaces in front of the building are reserved for guests. Associates should park in the lot to the right of the building. Overflow parking is available at Hardees (across Sycamore) and Red Crown Bowling Center (2471 Sycamore, adjacent to The Workplace HUB). The Workplace HUB maintains one handicap parking space and 2 reserved parking spaces for The Workplace HUB staff.

Security: The HUB wants to protect its associates, guests and property by the use of an integrated security system.

Access – The HUB uses a “fob” key system to allow authorized associates to access the building through the Lobby and to enter the office area. A fob will be issued to each associate. If lost or stolen, the replacement cost for the fob will be \$25.00. All private offices will have lockable doors with key access for the assigned associate. If the key is lost or stolen, the

associate must pay \$75.00 to replace the lock on the office door. The HUB administration will maintain a master key system.

The main entrance will be unlocked during business hours (M-F 9 am to 5 pm). Only HUB administration is authorized to unlock main entrance. The office area door will be locked at all times requiring a fob to gain entry. Private offices will each have a separate key to access the specific office. The Conference Room will be locked when not in use.

Video Surveillance – The HUB has a multi-camera video surveillance system that will monitor and record activities within and around the building. Recorded video will be used to confirm any suspicious or criminal activity, security breach and any HUB rules violations. Video surveillance is activated 24/7.

Right to Enter - The HUB reserves the right to enter all areas of the building, including private offices.

Prohibited Activities and Items: As an associate, there are certain activities that should NOT occur within The Workplace HUB building. Additionally, the use of certain items could create a hazard to the safety of others and the building.

1. **Solicitation** – This is a business work environment. Associates shall not restrain from soliciting other associates and guest. This prohibition does not include business activities.
2. **Smoking** – The Workplace HUB is a non-smoking facility. Smoking can be done outside. Associates and guests are asked to use the receptacles provided outside to extinguish and dispose of waste.
3. **Open Flames** – open flame are prohibited in the building. Open flames includes: candles, kerosene lamps, portable gas stoves and other such devices.
4. **Alcoholic beverages** – To minimize the potential for liability and unpleasant situations, The Workplace HUB prohibits the use, storage or distribution of alcoholic beverages on the premises.

Safety: There are safety issues in every workplace. Minor injuries can occur and the individual must care for the injury as appropriate. The HUB maintains a First Aid Kit which can be found in the left upper cabinet in the kitchenette. Please notify the HUB administration if the first aid kits is used so we can replace any used materials.

Any injuries that occurs on the HUB premises which requires physician or hospital treatment must be reported to the HUB administration.

Emergencies: There are several types of emergencies that could occur at The Workplace HUB. If there is a need to call 9-1-1, provide the following information to the 9-1-1 dispatcher:

**2225 Sycamore Street, Nearest intersection with Paxton
Swatara Township
The third building on the right off Paxton onto Route 441**

We have tried to anticipate the types of emergencies that could occur and we have addressed them here:

Medical emergency – if a medical emergency occurs, immediately contact 9-1-1. Provide the 9-1-1 dispatcher with all pertinent information regarding the ill or injured person.

Fire – Leave the building immediately. Call 9-1-1 as soon as possible.

Power outage – Emergency lighting will illuminate the building if the power is lost. If the power is lost, the electronic lock system for the main entrance and the office entrance will remain locked and the fobs will not work. In addition, the telephone system will be inoperable. If there is a power outage, it is not the responsibility of The HUB administration to respond for after hour access to the building or individual offices.

Lost fob or key – If you would lose your fob or key, it is not the responsibility of The HUB administration to respond for after hour access to the building or individual offices.

Operations Set-up: To get started at The Workplace HUB, several items need to be set-up to begin operations.

Building/Office Access – A PARTNER or MEMBER with FULL Plan will be issued a fob to allow access to the building and to the co-office space. The partner will be issued a key for their specific office. If noted on their Agreement, the partner can identify authorized persons to have access to their office and be issued a key. All fobs and keys have a distinct ID and will be assigned to an individual.

Network Access – The HUB maintains a secure wireless network which can be used by Associates. Network access is activated when initial payment is received. The HUB administration will provide an SSID and passcode to be used by the Associate. Each associate will be assigned a different SSID and passcode. Once the network is established on the Associate's device, it will allow access to the

Internet and the Printer/Copier. Network access will be cancelled for lack of payment or departure of the associate.

Printer/Copier Code Assignment

The HUB wireless network includes access to the printer/copier for the associate. The printer/copier is located in the common area of the office section.

Each associate will be registered with an account for the printer/copier and setup to provide the number of images allotted by their service type. An image is one page or one pass for scan or copy. The associate will be assigned a printer/copier code which will allow the use of the printer/copier.

The printer/copier is setup to place the document or image into a print queue. Once the associate is at the printer/copier, the associate inputs their code and the items in the queue will be printed. This function is to assure your printed materials remain confidential until the associate is present at the printer/copier to receive the items.

Mail

The associate is authorized to use the HUB address to receive business mail. It is the responsibility of the associate to establish and remove their address for the time they are an associate with the HUB.

Mail received after the departure of the associate will be returned to the mail carrier.

Telephone

Private line – any associate can choose to establish their own private telephone line. The associate must understand that telephone providers usually requires a 1 to 2 year commitment. If the associate wishes to have their own telephone number, the telephone can be installed in their office. The following are the steps for adding a private telephone number:

Step 1 – Associate consults the HUB administration to advise of their intent.

Step 2 – Associate contacts telephone vendor to transfer or contract for telephone service.

Private office phone. The associate notifies the HUB administration of the install date for the incoming telephone line. The associate must be present when the telephone technician performs the installation. All financial responsibilities for the installation, maintenance and recurring costs for the telephone line are the associates.

Removal of private line – it is the responsibility of the associate to arrange and pay for the removal of the private line.

Cleaning Services:

The HUB provides basic cleaning for the common areas, the restrooms, kitchen, lobby and lounge once per week. Cleaning will include vacuuming, dusting and wiping surfaces as well as trash removal.

The PARTNER is responsible for cleaning their private office and removal of their trash. If the PARTNER would like their office cleaned by the cleaning service, the PARTNER must enter into an agreement with the cleaning service, is responsible for payment and authorize the HUB to allow access to the private office.

Guests

Guest and visitors are welcome at the HUB. Business relationships are vital to conduct business. HUB Associates are responsible for the guests and visitors they admit to the office area. We ask that HUB Associates be respectful to all guest and visitors to the HUB.

HUB Events

The HUB is a center for activity. Because of this, it is imperative to maintain a schedule of events. The HUB administrative staff will coordinate, schedule and prepare for all events held at the HUB.

Calendar:

A calendar of events will be maintained and be available for viewing on the HUB web site. Public events will be posted with details of the event. Private events will just identify the time for the event.

Meeting rooms:

The HUB offers rooms for meetings and events to associates and affiliates. Partners have unlimited use of the Conference Room. The charge for the use of the Conference Room and the Event Room is listed as a-la-carte services.

Partners can schedule the Conference Room and/or the Event Room up to 3 months in advance and can schedule recurring uses. Members can schedule the Conference Room and Event Room up to 2 weeks in advance.

The Conference Room is available for 1 to 8 people. The Conference Room contains a conference table with chairs, television/monitor, computer with MS Office, white board and hospitality center. The Event Room is available for 1 to 30 people and includes tables, chairs, television/monitor, computer with MS Office and hospitality center.

Availability and Use:

Scheduling – The associate can check the availability of the Conference Room and Event Room by viewing the schedule on the HUB webpage. To schedule the use of the Conference Room or the Event Room, the associate will submit an Event Request to the HUB administrative staff. The associate will receive a confirmation for the scheduled event and the event will be posted on the webpage.

Access – The associate will have access to the specialty room 15 minutes prior to the scheduled event. If more preparation time is needed, include the extra time in the Event Request. The associate is responsible for all activities in the Conference Room and Event Room during their scheduled event.

Clean up – It is the responsibility of the associate to return the Conference Room or Event Room to its “ready” condition. This clean up includes: removal of trash, wash table, and secure the room. The associate will be allocated 15 minutes following the scheduled event to complete these tasks. If any damage has occurred, report it to the HUB administration immediately. If the room is not restored to ready condition, the associate will be charged \$100.00 per occurrence and may jeopardize their ability to use the Conference Room or Event Room in the future.

Technology:

Meetings, presentations and even social events have evolved to require the use of technology. The HUB understands this and has various sources of technology available for use in the Conference Room and the Event Room.

The Conference Room has a 46” television with VGA and HDMI capabilities for projection of media from your personal computer. A computer is also available with MS Office which includes Word, Excel and PowerPoint as well as Windows Media Player. Presentations or materials on a “thumb” drive can be accessed by using these programs. Remember, the HUB computer is a public access device. We advise that all personal or business materials must be removed.

The Event Room has a 46” television with VGA and HDMI capabilities for projection of media from your personal computer. A computer is also available with MS Office which includes Word, Excel and PowerPoint as well as Windows Media Player. Presentations or materials on a “thumb” drive can be accessed by using these programs.

Associates and Affiliates using the Conference Room or Event Room are welcome to use the available technology. A “How to use HUB Technology” booklet has been developed to assist the user with connecting, using and operating the various technology resources. The HUB administration is also available to assist.

Media Center

The Media Center is the area around the Printer/Copier. HUB Associates are welcome to use the Media Center as a work area to prepare materials for their needs. The HUB will provide a single-hole punch, a three-hole punch, stapler, scissors, paper cutter, tape and ruler for use by any Associate. A binding machine will be available for Associates using their own covers and binder spines. It is the responsibility of the Associate to return all items to their designated location.

The Shred Box is located in the Media Center and is to be used for the disposal and destruction of items which contains confidential or personal information. Documents, papers or other shred items are to be placed in the Shredding Box. The Shred Box is **not** a trash can for routine paperwork. The Shred Box will be emptied and items will be destroyed through our contracted shredding service.

Shipping Center

The HUB offers its associates the ability to use the Shipping Center to prepare outgoing parcels, packages and shipments. The use of the Shipping Center is an additional charge for use. The Shipping Center maintains a supply of large envelopes, boxes, tape and packing materials which can be purchased when needed.

Warehouse

The HUB has a warehouse which can be used for storage, fulfillment or deliveries. The warehouse offers a variety of options for the associates at reasonable rates. The entire line of warehouse services can be found on the HUB Services Menu.

Access to the warehouse is limited to the HUB business hours or by special arrangements.

Services, Invoicing and Payment

As part of the Associate Agreement, the associate shall define the base services and any additional services requested as part of their Hub account. The Hub account will identify associate services used and will require a credit card record to allow for automatic charges. A detailed report of the associate charge(s) will be provided via email to the associate.

Any decline for the credit card charge will result in immediate access denial to the Hub, until such time as the payment is made in full. Following three (3) consecutive declined credit card charge, the associate will be asked to vacate the Hub.

Code of Conduct

The HUB is a professional place of business and we expect our Associates, Affiliates and their guests to conduct themselves in an appropriate manner at all times while on the premises.

Dress Code: Although the HUB is not a suit and tie location, business casual would be appropriate for office hours (8 am to 5 pm). For those who choose to work the evenings and overnights, casual attire is acceptable. Foot coverings are required at all times, whether shoes, slippers or even socks. For safety reasons, flip flops are not acceptable. Please dress appropriately and be respectful of other associates who may be having business clients and guests visit.

Language and Harassment: The HUB is a location that will bring in many individuals with a multitude of backgrounds and beliefs. Respect for our Associates, Affiliates and guests is paramount to maintaining a professional atmosphere. When bad language is pervasive, it can create an uncomfortable, hostile or intimidating work environment. Therefore, the HUB will not tolerate any:

- Slurs including all racial, ethnic, religious, and gender-based insults.
- Slang including jargon used to describe sexual acts, body parts and bodily functions.

The HUB is not a location to single a person out for harassment because of that person's race, color, creed, ancestry, national origin, age (40 and up), disability, sex, arrest or conviction record, marital status, sexual orientation or military services. Nor will the HUB tolerate any content of the harassment itself relating directly to any of these protected characteristics (i.e. sexual harassment, use of derogatory ethnic or religious terms, age or disability related comments, etc.)

Any use of such language or acts of harassment may result in the immediate cancellation of the HUB Associate Agreement and the immediate expulsion of the associate from the premises.

Terms of Use

An Associate, when participating in or using the HUB Services:

WILL

conduct phone conversations quietly or use the phone room ensuring that all noise that might disturb other Associates be kept to a minimum

use headphones or close private office door when listening to radios and other such equipment

Obtain approval to hang items in private offices or any area within the building

be responsible for guests' actions at all times

leave the kitchen as you find it

remove food from the refrigerator if it is not fresh and you won't be eating it

make sure cooking smells produced are not offensive

turn off all the lights in the space if you are the last one to leave.

make sure that all water faucets, lights, the coffee pot, and anything else electrical are shut off before you leave the building

use the coffee machine correctly, turn it off, wash out the pot, empty the grounds into the trash can and rinse out the filter basket at the end of the day.

use the restroom and other plumbing fixtures for which they were constructed. This means no sweepings, rubbish, rags, or other substances shall be thrown into them. Only toilet paper shall be flushed down the toilet.

refrain from using the services in connection with contests, pyramid schemes, chain letters, junk email, spamming, or any duplicative or unsolicited message (commercial or otherwise);

abide by not performing prohibited act such as: canvassing, soliciting and peddling in the building, intentionally upload files that contain viruses, Trojan horses, Worms, time bombs, corrupted files, or any other similar software or programs that may damage the operation of another's computer or property of another, or harvest or otherwise collect information about other, including email addresses, without the authorization or consent of the disclosing party

WILL NOT

disturb, restrict or inhibit any Associates from using and enjoying the Services and recognize their right to quiet enjoyment of the premises

lend key fobs to anyone or allow a non-Associate to use the space unless accompanied by Associate

allow your guests to connect to the HUB network without permission or access any other device connected to The HUB network that the Associate does not have permission to access

bring pets into the building at any time

place any signs or lettering anywhere in or on the building.

keep any flammable or hazardous substances on the premises

not store any merchandise crates, goods, supplies or other materials of any kind outside your area without special permission.

spam, post or download files that the Associate knows, or should know, are illegal

wash coffee grounds down the kitchen sink.

distribute literature, flyers, handouts or pamphlets of any type in any of the common areas of the building without consent.

defame, abuse, harass, stalk, threaten or violate the legal rights (such as rights of privacy and publicity) of others

publish, post, upload, distribute or disseminate any inappropriate, profane, defamatory, obscene, indecent or unlawful topic, name, material or information on or through The HUB network. Use any material or information, including images or photographs, which are made available through the services in any manner that infringes any copyright, trademark, patent, trade secret, or other proprietary right of any party;

violate any code of conduct or other guidelines which may be applicable for any particular service

Damage and Restitution

Any damage resulting from any abuse, misuse or inappropriate conduct by the Associate or their guest will be financial responsibility of the Associate.

Change of Status

Upgrade or downgrade

The HUB understands that change can occur in any business and the needs of the business also change. If an Associate needs additional space or services at the HUB, we welcome an upgrade. Or, if an Associate needs less space or less services, we understand the change in business needs. To accomplish and upgrades or downgrades, the HUB will make the necessary change to the Associate Agreement and reflect the new effective date.

Leaving The Workplace Hub

One of the main reasons for the “no contract” method of operation is to allow individuals to make the decision to move on for whatever reason they feel is necessary. We hope the decision to move on is because your company or business has outgrown our services.

The Associate can terminate of their agreement with the HUB at any time. In order to receive the escrow amount held at the time of becoming an Associate, the following conditions must be met:

1. The Associate provides a written 30 day notice prior to vacating the HUB.
2. The office is left in an acceptable condition.
3. The fob and key(s) are returned.

If the above 3 conditions are not met, the Associate forfeits the escrow amount.

It is the responsibility of the Associate to transfer or terminate any external vendor services such as telephone, cleaning or shipping/receiving.

Acknowledgement

The HUB Associate understands and agrees to abide by the contents of this Associate Handbook as part of the Associate Agreement signed to obtain services from The Workplace HUB.