

# TENANT HANDBOOK & EMERGENCY PROCEDURES

## Centennial Lakes Office Park



MANAGED BY:



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## WELCOME

On behalf of Centennial Lakes Office Park and Cushman & Wakefield U.S., Inc, we would like to take this opportunity welcome you to Centennial Lakes. It is our goal to make your tenancy here as pleasant as possible by working diligently to provide quality, professional building management services.

The Landlord-Tenant relationship is of mutual dependence and responsibility; and Cushman & Wakefield U.S., Inc, is here to partner this business relationship. This relationship is more important when discussing fire and life safety issues. You depend on the building management team to provide you with information and instructions on how to respond during an emergency situation. Similarly, we depend on you and all of the Tenants to become familiar with that information.

You can rest assured that your investment in space at the Centennial Lakes Office Park is backed by the proven management services and staff of Cushman & Wakefield U.S., Inc, a leader in the real estate industry.

## ABOUT US

Across the globe, Cushman & Wakefield manages all types of real estate on behalf of corporate, institutional, and private clients. Many of our experts have worked on owner property teams or as external management resources in their respective markets for decades, giving them an understanding of both an owner's perspective and local dynamics. We leverage our knowledge and relationships, integrated service platform, and internal research resources to uniquely tailor each account to our client's operational priorities and financial goals. Partnering with Cushman & Wakefield ensures the application of the industry's best practices and ultimately, long-term success at each and every property.

We employ lean and smart management practices to maximize the value of every property, and our team-centric approach ensures that we successfully execute our client's real estate strategies. We focus on sustainability practices that reduce energy and improve operating efficiencies, building strong Tenant relationships, ensuring the safety and satisfaction of each property's occupants, and improving the reliability of building systems and extending their life expectancy. Our engineering and property support services are available 24/7, and our team works hard to make sure Tenants are well cared for and the buildings are operating at their peak performance.

Cushman & Wakefield U.S., Inc manages more than 3.6 billion sq. ft. of retail, industrial and office assets, completes more than \$8 billion in transactions annually and employs more than 51,000 professionals. Cushman & Wakefield provides innovative solutions to its occupier and investor clients within the Minneapolis/St. Paul region and around the world, offering Transaction Services; Capital Markets Services, Occupier and Investor Services and Real Estate Advisory. A recognized leader in real estate research, the firm publishes a broad array of proprietary reports available at [www.cushmanwakefield.com](http://www.cushmanwakefield.com).

## ABOUT THIS HANDBOOK

This Tenant Handbook & Emergency Procedures has been prepared to familiarize you and your staff with the policies and amenities and to provide guidelines and resources for emergencies. We hope this will serve as an easy reference guide throughout your tenancy.

The content of this handbook in no way amends the terms of your lease or the Building Rules & Regulations of this building. In any event, your lease takes precedence. If there should be any change or update in the contents of this handbook, supplemental pages will be provided.

## BUILDING INFORMATION

### BUILDING MANAGEMENT & OPERATIONS

Cushman & Wakefield is responsible for the operations and management of the building and grounds. The building management personnel are dedicated to making your work environment as pleasant as possible. Please contact us with any concerns, inquiries, or comments.

| CONTACT INFORMATION         |                                                                                                                        |              |                                                                                                                 |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------|--------------|-----------------------------------------------------------------------------------------------------------------|
| Office Hours                | Monday – Friday: 8:00 a.m. – 4:30 p.m.                                                                                 |              |                                                                                                                 |
| Contact Information         | Management Office: 952-837-8400<br>Security: P: 952-837-8406    C: 612-363-8514    2 <sup>nd</sup> Shift: 612-366-5635 |              |                                                                                                                 |
| RELEVANT PERSONNEL          |                                                                                                                        |              |                                                                                                                 |
| TITLE                       | NAME                                                                                                                   | PHONE        | EMAIL                                                                                                           |
| General Manager             | Amy Remely                                                                                                             | 952-837-8403 | amy.remely@cushwake.com                                                                                         |
| Property Manager            | Molle McMonagle                                                                                                        | 952-837-8485 | molle.mcmonagle@cushwake.com                                                                                    |
| Concierge                   | Joanne Mallon                                                                                                          | 952-837-8400 | joanne.mallon@cushwake.com                                                                                      |
| Senior Chief Engineer       | Justin Webber                                                                                                          | 952-837-8413 | justin.webber@cushwake.com                                                                                      |
| Leasing                     | Dan Wicker                                                                                                             | 952-893-8254 | dan.wicker@cushwake.com                                                                                         |
|                             | Bob Revoir                                                                                                             | 952-893-7586 | bob.revoir@cushwake.com                                                                                         |
| Maintenance & 24/7 Dispatch | Service                                                                                                                | 952-831-1001 | <a href="https://www.centenniallakes.com/tenant-services/">https://www.centenniallakes.com/tenant-services/</a> |

### CONTACTING BUILDING MANAGEMENT

We suggest that two persons be designated in your office to serve as a Tenant and/or facilities contact person. These designated contact persons should be the main point of contact for communicating with the building management staff and requesting service(s). Building management, in turn, will direct our calls and inquiries to these same persons; including rental payments, insurance certificates or leasing.

For ease of communication and efficiency of dispatch, Property Management maintains a service website called Cove. To request a log in and password for the website, simply email the Management Office with your contact information. The link to access Cove can be found on the Centennial Lakes Office Park website <https://www.centenniallakes.com/tenant-services/>

Any After-Hour service related requests are to be made through the Service Center by calling (952) 831-1001.

### EMERGENCY CONTACTS

In any threatening situation involving fire, and/or requiring the attention of the police, rescue, or ambulance, call 911 as soon as it is safe for you to do so. Then contact building management to report the situation.

**Cushman & Wakefield 24-Hour Emergency Call Center: (952) 831-1001****BUILDING ACCESS**

The building is open to the public during normal business hours. The building is accessible after-hours by access card.

| BUILDING HOURS    |                         |
|-------------------|-------------------------|
| Monday – Friday   | 6:00 a.m. – 7:00 p.m.   |
| Saturday          | Closed- Card Accessible |
| Sunday & Holidays | Closed- Card Accessible |

**ACCESS SYSTEM**

In order to control access after-hours to Centennial Lakes Office Park, we have installed an electronic card access system, which controls and monitors off-hour access to the building. Entrance to the building during non-business hours is controlled by the access card system.

Building management will provide each Tenant with access cards for their employees. The cards are assigned to specific individuals. Each employee is responsible for his/her own access card. Transfer of access cards among employees is prohibited.

All requests for access cards (additions, changes, deletions) must be provided by Tenant contact. If an employee loses his/her access card, please report it to building security immediately to help ensure the security of the building and Tenants. When an access card is reported lost or stolen, it is immediately deleted from the computer memory, rendering it useless for future access.

Replacements may be obtained from building management for a \$20.00 charge per access card. A printed record of each access card's use, detailing times, doors opened, dates, etc., may be obtained from building security upon request.

It is your responsibility as a Tenant to notify building management of necessary name changes, additions, or deletions to and from the access card system. These changes must be made in writing to building management (the "Access Card Programming Request" form is included in the Appendix section of this handbook). It is very important that each Tenant knows which employee is holding a given access card in order to utilize the aforementioned features. Please allow 48-hours' notice for any changes.

Prior to allowing an employee access to the building or suite when they have forgotten or lost their access card and/or key, the following building policy will apply during both business and non-business hours:

Building management or engineering/maintenance personnel must obtain approval from one of the two Tenant emergency contact names (provided to us by the Tenant) prior to allowing the employee access to the building or suite. It is the Tenant's responsibility to provide updated contact information to building management.

**KEYS & LOCKS**

Each Tenant receives keys to their suite during the transition into the building. All dispersed keys are the responsibility of the Tenant. In the event keys are lost or misplaced, or if you need additional keys, please request by placing a work order through Cove. If you desire to have a suite entry lock changed, please contact building management. All locksets must be keyed to the building master key system to permit access to all areas of the building by building management or other officials in the event of a fire or other emergency.

All costs associated with additional keys, re-keying, or additional locksets will be the responsibility of the Tenant.

Telephone and mechanical room keys will not be distributed to Tenants. For security purposes, access to the rooms is granted by the building management. Below is the policy and procedure.

**TELEPHONE ROOM/  
RISER CLOSET MANAGEMENT POLICY**

**Centennial Lakes Office Park**

**Riser Management Policy**

The purpose of this document is to provide information to contractors and building occupants about the events relating to the service, upgrade, or addition of low voltage services within the building maintained riser. This document also sets the standards for the installation and abatement of riser cable and equipment at Centennial Lakes Office Park. It is not intended for this document to replace the standards set forth in the Building Rules and Regulations, or Lease Agreement. Rather, this is a quick overview of recommended technology infrastructure installation standards and guidelines. All documentation generated through these standard processes shall be the sole property of the building and shall remain within the building for future reference.

All recommendations are intended to meet or exceed National Electric Codes, National Fire Prevention Association Codes (NFPA), Underwriters Laboratories (U.L.), BICSI, and EIA/TIA standards. All work will be warranted by the installing contractor for labor and materials for a minimum of one year from date of project acceptance.

Please contact the following for project initiation and/or questions:

**Building Manager:**

Cushman Wakefield U.S., Inc  
7650 Edinborough Way, Suite 175  
Edina, MN 55435  
Tel. (952) 837-8400  
E-mail: [molle.mcmonagle@cushwake.com](mailto:molle.mcmonagle@cushwake.com)

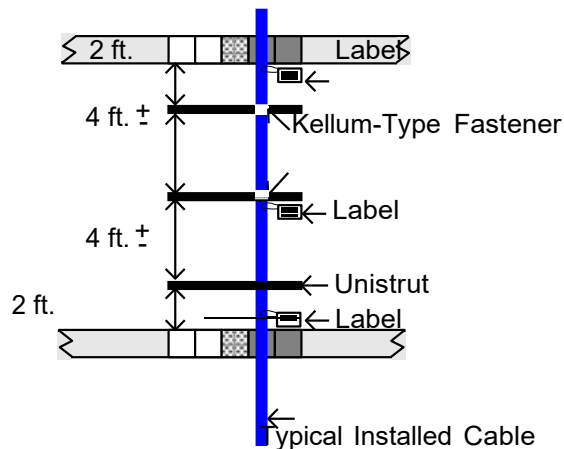
**Phone Riser Manager:**

High Point Networks  
Phil Herrera  
Tel. (952) 658-5414  
E-mail: [phillip.herrera@highpointnetworks.com](mailto:phillip.herrera@highpointnetworks.com)

- To access a building telephone room you must check in with the Management Office between 8:00 a.m. to 5:00 p.m. Monday through Friday.
- A permit is **required** to be completed prior to performing any work in the telephone room. The security desk will have the permit form and confirm that the document is completed prior to receiving access.
- A log book has been developed to identify used pairs within the riser closets. Every pair of lines used will be logged into a master book located at the Centennial Lakes Office Park management office. The information in the log book will include tenant name, pairs used, date of service, service provider (CenturyLink for example.) It is imperative that the appropriate information is provided on the permit form so that these records are accurately maintained.
- ***Label all cables with tenant name, date of installation and bundle the cable installed throughout the riser.*** A label shall be placed on every floor as it passes through the riser. Use a label similar to the Panduit SLCT-WH (shown below in orange.)



**Example of label**



**Cable support and label placement example**

- Proper cable support must be used or installed for all new cable runs. Cables will be neatly bundled and routed in a ninety degree fashion (right angles on all cables). New cables through the riser are only to be installed between tenant floors to serve tenants who have multiple floors within the building. The building riser cable will be used to bring service up the riser to the tenant floor except for coax and fiber systems.

- Vertical inter-building cable installation is to be installed within slot system. No additional cores shall be installed without Management approvals.
- Horizontal cabling installed from riser to tenant suites **must** be installed through building provided EZ-Path fire stop sleeve.
- No customer owned equipment is allowed in any building riser closet. For example, telephone systems, network switches, and paging equipment are not allowed in the closets. The equipment is to be placed in your suite. Only passive termination equipment for extending telephone and data service is allowed in the closets. 66 style termination blocks are to be used in the riser closet only. The location of any new termination equipment will be signed off by building management prior to installation.
- If a core drill (hole through the floor or wall to pass cable from one floor to another or horizontally) is required, you must contact the Property Management Office to discuss proper procedure for this type of activity and obtain approval. The building floors have post tension cable and must be x-rayed prior to any concrete drilling.
- Fire Stop systems must be maintained. Any additional fire stop materials installed must comply with building standard systems.
- Abandoned cabling shall be removed as per lease requirements. Again, fire stop materials disturbed during this process must be replaced per building standard systems.

## PERMIT FORM

- *A permit is a document used by the building to catalogue activity in the telephone rooms. The permit must reflect actual work performed by the **Tenant Vendor** upon completion of the work. It is not intended to slow down the installation or completion of work, but it is intended to track data for successful management in the rooms. The management office will review the permit and sign off that it is completed prior to providing the vendor drivers license back. There is no expense associated with the permit process.*

At termination of the lease, Tenants must return all keys to building management.

## BUILDING SERVICES

The “Building Services” section of the Tenant Handbook outlines pertinent information about the operations of the building and property, the building rules and regulations, and how to place a request for services or repairs.

Please share the necessary information with your employees, agents, licensees, visitors and invitees, when applicable, so as to assist building management in providing a safe and well maintained facility for all occupants of the building.

## COMMUNICATIONS – BUILDING WEBSITE

Building management utilizes multiple sources of communications, including e-mails, phone and the building's website [www.centenniallakes.com](http://www.centenniallakes.com), to announce upcoming repairs, maintenance, events, and emergencies.

To locate the most current information about your property, please visit [www.centenniallakes.com](http://www.centenniallakes.com)

Here you will find:

- **Announcements:** Building services, policies & procedures, emergency updates, media mentions, etc.
- **Events:** Upcoming building events, such as charity drives, and holiday events.
- **Property Contacts:** Up to date contact information for the building, including the name and number of your building management contacts.
- **Tenant Handbook and Emergency Procedures:** The most current version of the building handbook in a PDF format available to download.
- **Helpful Websites:** [www.centenniallakes.com](http://www.centenniallakes.com)
- **Work Order Requests:** For all routine service requests, (such as items regarding temperature in your suite, light bulb burnt out, plumbing issue, key and card access requests, etc.), please use the web-based work order request system, Cove, to place a request for service. See Section titled "Maintenance Requests" for further details and instructions.

## CONFERENCE ROOM

Conference rooms are available in the buildings for Tenant's business use.

The conference rooms are available for Tenant use at no charge and is available based on a first come, first served basis. Because of the frequency this room is utilized, there are policies and procedures in place, including but not limited to advance notice and time limitations.

The conference room may be booked via the Centennial Lakes Office Park website.

<http://www.centenniallakes.com/amenities/conference-rooms/>

To obtain a login for this feature, please email building management at [clpmain@cushwake.com](mailto:clpmain@cushwake.com). Additional restrictions include a limit per Tenant of 30 hours per month. Conference room bookings may not be placed more than 90 days in advance.

WIFI is available for Tenant business use only at no cost. This is an unsecured network, and as such, unauthorized third parties, viruses or other harmful applications may be present and access your equipment, files or monitor your connection. Building management and Landlord cannot guarantee the security of this unsecured network and by connecting to this network; users acknowledge and accept all associated risks and liabilities.

## WIFI LOG-IN INFORMATION

Wireless Network: Centennial\_Lakes\_WiFi

Enter a valid email address and agree to terms of use for access.

## ELEVATORS AND STAIRWELLS

Please do not block or hold open the doors of the elevator as this may cause delays to the other Tenants or result in mechanical malfunctions to the elevator. Do not use the red alarm / emergency button to hold the elevator. If the elevator should stop between floors, check that the button has not been accidentally depressed. Please see the section “Move-In & Move-Out” for details on extended use of the elevator. Report any non-emergency problems to building management.

In the event, keys or other items are dropped in the gap between the floor and the elevator floor, the assistance of the elevator vendor is required to obtain the items. All costs incurred are the responsibility of the Tenant. Please contact building management with any questions or concerns.

### ELEVATOR ENTRAPMENT

If you are entrapped during a mechanical malfunction, remain calm. The elevator contains an alarm button and emergency phone. In the event of an entrapment or mechanical failure, use the phone located in the elevator. The phone will automatically connect to the elevator vendor’s dispatch service.

### STAIRWELLS

There are two stairwells, one on the East side of the Building and one on the West side of the building. These are your primary exits in an event of an emergency. Do not use elevators. Therefore, these stairwells must be free of debris (i.e. cardboard boxes, trash, and pallets), not used for storage, and never propped open. Please immediately notify building management if something is observed or in need of attention.

## ENERGY & ENVIRONMENTAL CONSERVATION

Building management appreciates your contribution to energy conservation. Simple solutions really do go a long way to conserve energy, resulting in lower operating costs and a reduced impact on our environment. Office Property Name was awarded the Energy Star Label in 2010.

- Turn all lights off at the end of the business day and when leaving your premises for any length of time.
- Consider installing separate light switches or motion sensors in less occupied rooms, i.e. lunch and storage rooms or individual offices.
- Turn off computer monitors and other electronics when not in use.
- Set computers and copier machines to sleep/standby mode for periods of inactivity.
- Assign someone to check that appliances, electronics and lights are turned off at the end of day when the office is closing. This assists in maintaining a safe environment in your premises.
- Use the building standard window blinds to assist in temperature control and reduction of energy consumption.
  - Open for natural lighting
  - Closed during periods of direct summer sunlight to avoid heat buildup.
- Dress appropriately for current weather conditions. Dress warmly in colder winter months and for warmer temperature during the summer months.
- Do not use space heaters (not permitted in the building for safety purposes) or fans. Contact building management office to report temperature issues. This alerts building management to the temperature and airflow variations in heating and cooling equipment and assists to identify areas of concern and/or in need of repair.
- Promptly report any leaky faucets, water fountains and leaky/running toilets and urinals to building management.
- Use task lighting instead of overhead lighting when possible.
  - Use CFL or LED bulbs to reduce even more energy.



- Recycle electronic equipment and batteries with the appropriate local resources.
- Look for the ENERGY STAR® label on light bulbs, appliances, electronics, and other products. ENERGY STAR products meet strict efficiency guidelines set by the U.S. Environmental Protection Agency and the U.S. Department of Energy.

## GENERATOR

Centennial Lakes III, IV, and V are equipped with emergency generators that provide power to critical building systems in the event of a power outage. Note that the building generator does **not** provide backup power to tenant equipment or office systems. Tenants with critical business operations, equipment, or technology requirements should install and maintain their own backup power solutions, such as UPS to ensure continuity during an outage.

## EXTERIOR GROUNDS MAINTENANCE

Our goal is to work diligently to provide professional service that reflects well-maintained exterior grounds as we know it's a reflection of your choice for business location.

If you should observe any issues with the exterior grounds, please notify building management.

## LANDSCAPE SERVICES

Building management will coordinate the maintenance, repair or replacement associated with the building's exterior grounds. Work includes, but is not limited to:

- Spring and Fall clean-up of grounds
- Weekly mowing
- Fertilization and weed control of turf areas
- Policing for debris
- Irrigation – inspection and maintenance of system
- Installation and maintenance of flowers/landscape beds
- Pruning, maintenance, and replacement, if necessary, of plant material
- Emergency storm clean-up

Most work will not interfere with the operation of the Tenants' businesses. However, Tenants will be notified, in advance, if building management requires their cooperation to complete maintenance, repairs or replacements to these areas.

## SNOW REMOVAL

During the winter season, the weather is often unpredictable when it comes to snow, ice, sleet, freezing rain or any combination thereof. Building management coordinates the snow removal services for the property. This may include but is not limited to plowing, blowing or hauling away snow if necessary; shoveling; and/or salting/sanding; or chemical application as per the conditions stated above for the parking lot, drive and fire lanes, garage entrance, and sidewalks.

Snow removal service levels and frequencies under which the snow removal contractor performs may vary throughout the business day but please know that this is typical with industry standards.

For example, snow removal contractor will typically perform partial plowing of parking lot drive lanes and sidewalks (1/2" snow prompts service) when snowfalls exceed one inch of snow during business hours. A full plowing of parking lot and sidewalks will typically occur after Building's business hours and prior to 7:00 a.m. Monday through Saturday.

If you should observe any issues with snow removal, please immediately notify building management.

## HEATING, VENTILATION & AIR CONITIONING (HVAC)

Heating, Ventilation and Air Conditioning (HVAC) service is provided in your suite and is continually being monitored by staff for your comfort. This is achieved by the building being equipped with a web-based Building Automation System (BAS). Thermostats are set and calibrated to maintain a reasonable comfort level in all areas of the building. The standard range is 70 – 74 degrees Fahrenheit. We are committed to a quick response to your heating and air conditioning concerns if the need should arise. Please place all HVAC service requests through Property Direct for the most efficient method of tracking your service requests.

In addition, window blinds have been installed as a building standard item for your convenience. To assist in temperature control and reduction of energy consumption, please adjust blinds accordingly, such as closing the blinds during periods of direct sun.

Space heaters are not allowed in the building due their high energy consumption, fire hazard, and the ability to negatively affect the building's temperature or trip circuit breakers. Tenant adjustment of thermostats may also result in inconsistent temperature control in the adjusted area as well as an adjoining area or offices. We encourage you to notify building management if you feel there is an on-going temperature issue that has not been resolved with your service requests. There may be other items that need further investigation by the staff.

Outside of the building's business hours listed below, HVAC services may be requested at an additional charge. The after-hours rate is \$55 per hour with a 2 hour minimum. This charge is subject to change without notice.

To request, additional HVAC services, please place a service request through Cove.

| BUSINESS HOURS FOR BUILDING HVAC |                       |
|----------------------------------|-----------------------|
| Monday – Friday                  | 7:00 a.m. – 6:00 p.m. |
| Saturday                         | 8:00 a.m. – 1:00 p.m. |
| Sunday & Holidays                | Closed                |

## HOLIDAYS

The building will be closed on holidays; however access is still available via access card.

Please note that the following conditions and restrictions will be in effect on the holidays listed below:

- Heating, ventilation and air conditioning services are not available, unless prior arrangements have been made.
- Engineering services provided by building management is available on an emergency / on-call basis.
- Janitorial services will not be available, with the exception of emergency services.

Requests for the above services on a holiday must be in writing to building management with a minimum of 48 hours of advanced notice. Please note charges may apply.

| HOLIDAY SCHEDULE   |                 |
|--------------------|-----------------|
| • New Year's Day   | • Memorial Day  |
| • Independence Day | • Labor Day     |
| • Thanksgiving Day | • Christmas Day |

## JANITORIAL SERVICES & WINDOW WASHING

Janitorial services are provided Monday through Friday after normal business hours, excluding holidays.

Routine office cleaning includes vacuuming, dusting and emptying of wastebaskets. As a reminder, do not place any materials or objects near or against trash receptacles if the item should NOT be thrown away. See Section "Recycling & Trash" for further details.

Dusting includes flat surfaces such as desks and shelves that are free of papers, materials or other personal items. The janitorial crew will NOT dust any computer equipment, including terminals, hard drives or keyboards; nor will they vacuum or dust near computer cables or wires. This is for your protection to avoid disrupting any sensitive computer or phone equipment or misplacement or damage to personal items.

Additional cleaning services, such as cleaning of carpets, upholstery, refrigerators and interior glass; furniture polishing; loading/unloading of dishwashers; and other cleaning services can be provided for an additional charge. To request or inquire about services, please contact building management.

The exterior windows of your suite are cleaned outside and inside once annually, usually scheduled for late spring. The notification of this service will be sent to you in advance of the work.

| CLEANING SPECIFICATIONS                                                                           |                     |        |          |
|---------------------------------------------------------------------------------------------------|---------------------|--------|----------|
| Janitorial Task (partial listing)                                                                 | Scheduled Frequency |        |          |
|                                                                                                   | Daily               | Weekly | Other    |
| Trash & Recycling                                                                                 |                     |        |          |
| Empty waste and recycling containers.                                                             | X                   |        |          |
| Surfaces & Tabletops                                                                              |                     |        |          |
| Dusting of mid range surfaces, desks, table tops, etc. (open areas only, items will not be moved) | X                   |        |          |
| Dust all high and low surfaces within normal reach                                                |                     | X      |          |
| Damp wipe and/or disinfect counters, sinks, tables & chairs                                       | X                   |        |          |
| Floors                                                                                            |                     |        |          |
| Vacuum carpeting of office areas and common corridors                                             | X                   |        |          |
| Spray & blot carpet spots                                                                         | X                   |        |          |
| Dust /Mop all hard surface floors                                                                 | X                   |        |          |
| Machine scrub all Restroom floors                                                                 |                     |        | Monthly  |
| Edge / Detail vacuuming                                                                           |                     | X      |          |
| Strip & Wax Tile Floors                                                                           |                     |        | Annually |
| Restrooms                                                                                         |                     |        |          |
| Refill all dispensers in need, including soap, paper towels & toilet tissue                       | X                   |        |          |
| Spray, wipe and disinfect sinks, faucets, mirrors, & fixtures with appropriate cleaning solution  | X                   |        |          |

## MAIL & COURIERS

For proper identification, incoming mail should be addressed as follows:

**Company Name**

**Attn: XXX**

**Property Address**

**Suite XXX**

**Edina, MN 55435**

## UNITED STATES POSTAL SERVICES (USPS)

Daily mail will be delivered and picked up by the USPS' courier in each Tenant's mailbox and to each suite in the 3601 Minnesota Drive building. Delivery and collection time is between 9 AM and 11 AM, Monday through Friday. Each Tenant is responsible to notify the postal service of their change of address.

The mail is collected at 4:30 PM each weekday, Monday-Friday and Saturday at 10 AM.

For additional information relating to postal service, please contact the United States Post Office at 800-275-8777. The nearest postal office is located at 5108 W. 74<sup>th</sup> ST. Minneapolis. They are open until 5:30 PM, Monday through Friday and can be reached at 952-897-0464.

## UNITED PARCEL SERVICE (UPS)

A UPS collection box is provided for your convenience in the lower level vending room. The collection time is 4:30 PM, Monday through Friday.

## MAINTENANCE REQUESTS

Maintenance of the building's HVAC, electrical, plumbing, lighting and other mechanical systems is performed by the engineering staff or vendors contracted by building management. We will do everything practical to keep the building well-maintained. Your assistance in this area is appreciated, as we may not be aware of the item of concern in the building or on the grounds.

Each Tenant should review their lease for a list of items that they are responsible for per their lease. Our engineering team or one of our building's vendors may also be able to assist Tenants with other repairs to their premises which are outside Landlord's scope of services per the lease. To inquire about or schedule these services, please contact building management.

If Tenant elects to proceed with the repair themselves using an outside vendor if allowed by the terms of your lease, building management must be notified, in advance, of the work being completed. All vendors need to provide building management with the proper insurance requirements and adhere to all building rules and regulations. In addition, building management will make arrangements for their access into mechanical and telephone rooms or other Tenants' premises, if applicable. Tenants may not perform work themselves without the proper applicable license(s), proper Landlord approval, permits and required insurance.

## REQUESTING A WORK ORDER

For all routine service requests, (temperature adjustments, light bulb burnt out, and plumbing or janitorial issues), please go to <http://www.centenniallakes.com/tenant-services/> and select Login to Cove to place a request for service.

Once the service request has been submitted, the appropriate engineering or janitorial staff will be dispatched directly.

If you do not have an Cove account, or need further instruction on how to place a service request, please contact building management.

For After- Hours service please call (952) 831-1001.

## PARKING / LOT MAINTENANCE

Tenants shall have the right to park on the building's parking lot in common with other Tenants, on a first come, first served basis, subject to the terms and conditions established by the Landlord.

Landlord and building management are not responsible for any loss, damage, or theft of the vehicle itself, contents or damages caused by vehicles on the property.

## RESTRICTED ZONES

Building management requests that all Tenants, their employees, contractors and guests observe all of the restricted zones listed below:

- Handicapped parking spaces and access stalls
- Fire lanes and loading/unloading zones
- Reserved and visitor spaces as specified

Violators may be ticketed and towed away at the vehicle owner's expense. Overnight parking is not permitted on the property as it may interfere with maintenance or snow removal. Exceptions to overnight parking may be permitted for emergency or outstanding circumstances in the event building management has been notified and approves the request in advance. All risks and damages are the responsibility of the vehicle's owner. The Extended Parking Request Form can be found on the website <https://www.centenniallakes.com/tenant-services/tenant-forms/>

If you suspect a vehicle is not operable or has been abandoned, please contact building management to report the concern.

Periodic maintenance to the parking lot may require building management to restrict parking while the work is completed. Building management will notify Tenants in advance of scheduled preventative maintenance, including asphalt and concrete repairs, sweeping, and striping.

## EXECUTIVE GARAGE/RESERVED PARKING STALLS

An underground, climate controlled garage is located in the lower level of the building. Parking stalls are available for rent to Tenants per their lease terms and agreement. Stalls may also be available to individual employees on a first come, first served basis and upon execution of a license agreement. Entry into the garage is granted by the individual's access card that will be programmed upon executed lease and/or parking agreement.

No overnight parking or storage of boats, trailers, or recreational vehicles is permitted. Vehicle may be temporarily "suspended" from the executive garage if oil or other substances are found leaking from their vehicle, until necessary repairs have been made. Please refer to lease or license agreement for additional terms and conditions on the use of the reserved parking stall.

Please contact building management for current rates and availability of the reserved garage parking stalls. If no parking stalls are available, interested parties may be placed on a waiting list and notified when a stall available.

## VIOLATIONS & TOWING

Building management reserves the right to ticket and/or tow any vehicle in violation of established parking regulations at the vehicle owner's expense. Any damages incurred to vehicle during towing or ticketing are also vehicle owner's expense.

Landlord and building management are not responsible for reimbursement of any fees associated with towing of vehicle, regardless if the person is an onsite employee, offsite employee, visitor, guest or vendor of Tenant.

## PEST CONTROL

Building management coordinates the pest control services for the building and property with a contracted vendor. This vendor performs scheduled preventive services for the building common areas and property grounds, utilizing an integrated pest management (IPM) plan and practices.

An IPM plan manages indoor pests in a way that protects human health and the surrounding environment through the most effective and most economical option; employing commonsense strategies to reduce the opportunities for sources of food, water and shelter for pests in the building and grounds while minimizing the use of pesticides.

The building's integrated pest management plan calls:

- Routine inspection and monitoring of the site
- Utilizing the least-toxic chemical pesticides
- Limiting the frequency and use of pesticides
  - Targeting the individual species of pest
  - Targeting the location of pest sighting
  - Utilizing live traps in place of pesticides in applicable locations
    - Such as the building perimeter
- All pesticides and cleaning products used in the IPM plan must meet the quality control standards for Indoor and Environment Quality

Tenant should immediately report any pest sightings or suspected pest activity to building management. Tenant's assistance in identifying possible pest activity is crucial to the ongoing success of the building's IPM plan.

### PEST PREVENTION TIPS

- Remove Food
  - Do not leave food out overnight after meetings/catering events.
  - Do not store food in your cupboards or desk.
  - If you have the need to store food, such as coffee condiments like sugar, keep in a sealed plastic or glass container.
- Remove Water – All living things including pests need water to survive.
  - Do not overwater plants
  - Report leaks to building management

## RECYCLING & TRASH

Trash and recycling are collected from each suite on a nightly basis by the janitorial staff.

Each employee should have one trash and one recycling container under their desk.

**Please note:** *The small recycling containers will not be emptied by janitorial staff each night. Once filled, please bring it to the larger recycling bin in your office and empty it there.*

Once the large gray or blue centralized containers are over half way filled, the janitorial team will empty them.

Our recycling program is “co-mingled” which means all items can be placed in one recycling container for sorting by our handler at an off-site location. Here is a list of the current recycled items:

*Please remember to empty and rinse any food containers.*

Recycling containers and “Trash/Recycling” stickers (for items too large for the waste / recycling bins) are provided at no expense to the Tenant at the time of occupancy. If additional stickers or receptacles are needed, please contact the building management office.

Please help maintain our recycling program by educating your employees on the program and what is acceptable. Please see the “Recycling – Single Sort” document located on the Property Direct web page for the current list of what is acceptable in the recycling and what items should be placed in the trash.

Cardboard boxes should be broken down and labeled with a “Trash / Recycle” sticker. The janitorial staff will remove the boxes nightly. If a Tenant requires a significant amount of cardboard boxes to be removed from their space, we ask that advance arrangements be made by contacting the building management office as there may or may not be a charge to remove them.

Large items, such as electronic equipment, furniture and batteries, may not be disposed of in the standard waste removal process. Additionally, hazardous and medical waste may not be included in the building waste stream. Please contact building management for assistance in locating the appropriate facilities or services. There may be a charge associated with the disposal of such items. Items placed incorrectly in the waste stream may result in charges or fines to the Tenant in addition to removal fees.

#### **YES! RECYCLE THESE ITEMS!**

(CLEAN AND DRY ITEMS, RINSED OF DEBRIS )

- Paper
  - Office paper (all colors)
  - Newspaper
  - Magazines
  - Catalogs
  - Junk mail
  - Envelopes
  - Phone Books
  - Brown paper bags
  - Post-its
- Cardboard – *Flatten the box*
- Cans - Aluminum, Steel & Tin
- Glass – Bottles, Jars, etc.
- Plastic – Milk jugs, All containers #1 through #7 (*bottles, cups, food containers, tubs, bowls, plastic bags, etc.*)
- Plastic cups & flatware
- Plastic bags

#### **NO!**

**DO NOT RECYCLE THESE ITEMS!**

- No Food Waste
- No Food tainted items (*used paper plates, towels, napkins* )
- No Pizza Boxes
- No Aluminum Foil
- No Waxy Cartons (*milk*)
- No Freezer packages (*lean cuisine, etc.*)
- No Styrofoam (*including packing peanuts, cups, plates*)
- No aerosol cans, helium tanks
- No Batteries
- No PVC Piping

## **RESTROOMS**

The building restrooms are located on each floor of the building. Water fountains are located next to the entrance for each restroom.

Building management coordinates the janitorial services for nightly cleaning and restocking of supplies in the building's restrooms.

**REMINDER - Do not flush excessive toilet paper, paper towels, feminine products or excessive seat liners in the toilets or urinals.** The incorrect disposal of these items in the building's sewer system can lead to clogged pipes, resulting in out of service fixtures, and extensive repairs. To dispose of feminine products, please use only the proper receptacles provided in each stall.

If you should find the restrooms in need of supplies, unclean or in need of repairs, please notify building management by placing a Service Request through Cove, so the necessary action may be promptly scheduled.

## PROPERTY PROTECTION

### PROPERTY PROTECTION TIPS

Building management urges Tenants to take precautions to protect their company and employees' belongings. The following tips can help reinforce office protection, especially if these tips are reproduced and posted in your office as a reminder.

- Lock all doors when the office is unattended or when practical control of entrance and exit areas is not possible. In the event of an emergency evacuation, be sure to lock entry doors to your premises if time permits. ***However, if there is a fire in the building, do NOT lock your door(s) so that access to the area of fire can be facilitated.***
- Hang coats and jackets away from the entrance to the office, where they cannot be easily viewed and/or stolen when staff is busy or out of sight of the garments.
- Keep purses and gift packages out of sight and locked inside a desk or cabinet if possible. Purses should not be left on or under desks.
- Keep valuables out of sight and under lock and key. Avoid keeping large quantities of cash in the office, and keep both petty cash and stamps in a locked drawer, cabinet or safe.
- Tenants should report all vandalism, thefts or suspicious activity to the City of Edina Police Department at 911 and then advise building management. Building management urges you to treat your suite and the common areas of the building as you would your home with due respect.
- Lock desks when not seated at them.
- If you should encounter an unknown person in your suite or on your floor, be prepared to challenge the person. A simple "May I help you?" may prevent potential problems. Be aware that a person may use an old trick of engaging you in conversation to observe your office setup and routine for later use.
- **Solicitation is NOT permitted in the building.** If solicitors enter your suite, please inform them of this policy. Please call building management and report solicitors immediately.

***Report anyone or anything that does not appear normal.  
"If you see something, say something".***

## ALCOHOLIC BEVERAGES

Alcoholic beverages are not permitted in conference room or any other common areas of the building, without prior authorization and written approval from the Landlord. Please allow a minimum of 10 business days for Landlord to review and approve Tenant's request. In addition, Landlord may require a license agreement or hold harmless agreement to be

executed between parties and all legal costs, both Tenant and Landlord, may be the responsibility of the Tenant. Tenant's insurance certificate may need to be updated to include Host Liquor Liability.

Landlord reserves the right to exclude or expel from the building any person who, in the judgment of Landlord, is intoxicated or under the influence of liquor or drugs, or who shall in any manner do any act in violation of any of the building's Rules and Regulations.

## COOKING

Tenant shall not use the premises for cooking (except for commercial rated Underwriting Laboratories (UL) approved microwave reheating, dishwashers, refrigerator, and coffee makers and be free of frayed wires, loose connections and/or broken sockets). These appliances are recommended to be plugged into a dedicated GFI outlet so as not to trip circuit breakers or interfere with the operation of other equipment. No grills are permitted on the property unless approved by Landlord in advance. No candles, incense or other flammables or open flame are permitted in the building or on the property grounds.

## PERSONAL APPLIANCES

NO residential appliances are allowed in Tenant's premises, e.g., coffee pots, refrigerator or microwave. They must all be commercial rated Underwriting Laboratories (UL) listed.

If Tenant elects to install these items, they are only permitted within designated kitchen or coffee stations. They are not permitted within any private offices, cubicles, and work or storage areas.

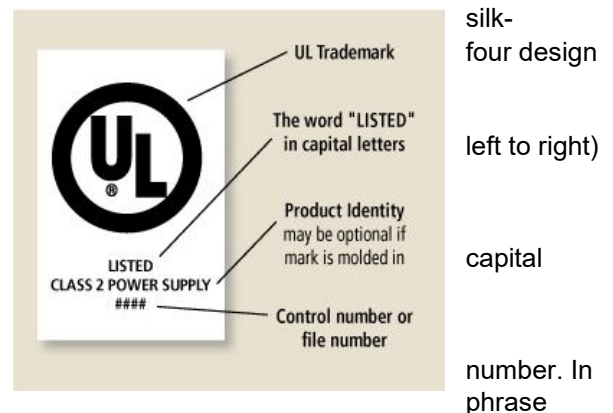
Tenant must have the advanced approval of building management for the location of these items so we may ensure compliance with applicable building codes, including but not limited to plumbing, electrical and fire codes.

Tenant will be responsible for the cost to install plumbing lines, dedicated circuits, or changes to fire life safety system for these items, if applicable.

## HOW TO RECOGNIZE A GENUINE UL MARK

Whether a UL Mark comes in the form of a label or is die-stamped, screened or molded into a product, it needs to contain the following elements to be verified as legitimate:

- The UL trademark: the letters "UL" arranged diagonally (descending within a circle, with a small ® symbol directly below the U.
  - NOT arranged side by side.
- The word "listed" printed either below or beside the circle in all letters: LISTED.
  - NOT "Approved" or "Pending"
- A 4-character alphanumeric control number or a 4 to 6-digit issue the case of the issue number, it may or may not be preceded by the "Issue No." as well as 1 or 2 letters.
- A product identity phrase that concisely names what the product is.
- Additional signs of a genuine UL Mark are:
  - A UL file number (which will often have the letter "E" as a prefix).
  - The manufacturer's company name or logo.
  - Applicable electrical ratings.
  - Information designating the product's catalog, model, or type designation.



## SIGNAGE

Each Tenant is provided, upon move in, with an initial building standard suite sign and signage on the lobby directory. All signage must conform to the building standards. Changes to existing or replacement signage are subject to additional charges. A signage request form is provided for your convenience on Property Direct or in the Appendix section of this handbook.

All requests for signage alterations must be submitted in writing to building management. This will help ensure no misunderstandings and help to expedite the process.

To request a new sign/change, the following information should be provided:

Suite Signage: Company or Firm Name  
Suite Number

Digital Directory: Company or Firm Name  
Suite Number  
Business Description (optional)

Request received will be reviewed and approved by building management and a proof and price proposal, if applicable, submitted to you for review and approval.

Signage orders can take approximately two (2) weeks for delivery.

Per Building's Rules & Regulations, Tenant shall not paint, display, inscribe or affix any sign, picture, advertisement, notice, lettering or direction or install any lights on any part of the outside or inside of the building, other than the premises, and then not on any part of the inside of the premises which can be seen from outside the premises, except as approved by Landlord in writing.

The monument sign located at the building entrances are limited for the number of listings. Please contact building management with any questions.

## SMOKING

Smoking (including e-cigarettes), candles, incense and open flames are not permitted in any portion of the building. This includes but is not limited to restrooms, hallways, elevators, stairwells, and inside Tenant suites.

A designated area for smoking can be found at each building. Please contact the management office for details.

Smoking policy and enforcement are sensitive issues for everyone. We are requesting each Tenant's assistance in informing your employees, contractors, and visitors of the smoking policy and require them to respectfully dispose of their cigarette butts in the proper ash tray provided in lieu of landscape areas (i.e. plant beds or flower pots), sidewalks, or the parking lot as this creates potential fire hazard and unclean appearance. Thank you for your assistance and cooperation with this request.

## ELECTRONIC CIGARETTES

Electronic cigarettes users should adhere to the above smoking policies, including smoking only in the designated area or their personal vehicle.

## UTILITIES

Electric, gas and water services are provided to Tenant. These utilities are operational upon Tenant's occupancy of the premises.

## EXCESS USE OF UTILITIES

Tenant shall not use utilities or other services in excess of normal services or in a manner which exceeds or interferes with any building system or Landlord's ability to provide services to other Tenants in the building without Landlord's prior written consent. Tenant shall pay Landlord all costs arising out of any excess use in connection of High Usage Equipment including the cost of all repairs and alterations to the building's mechanical and electrical systems (including installation of meters) and the cost of additional utilities made available to Tenant. Tenant shall pay such costs upon receipt of invoice. Please refer to Tenant's lease for the terms and conditions regarding excess use of utilities or contact building management with questions.

## TELEPHONE/INTERNET/CABLE TV

The following companies currently have services installed at the Building's demark room or on roof:

Telephone: **TDS 651-289-5202**

Internet: **Comcast 651-493-5014, CenturyLink 612-345-8983, Level 3 1-877-253-8353**

Cable TV: **Comcast 651-493-5014**

Cable TV: **Direct TV 1-800-531-5000**

Tenant is responsible for arranging to have the above service(s) distributed from the building demark room and/or roof to their premises. You may choose a vendor(s) of your choice.

If your vendor is not listed above, then notify building management to verify if vendor's equipment may be installed in the building demark room and/or roof. Please note that there may be additional costs associated with the installation of vendor's equipment and services to the property. These costs may be the responsibility of the Tenant or a license agreement may need to be executed, in advance, between vendor and Landlord.

Once vendor is selected, please notify building management and Tenant's general contractor as soon as possible to avoid delay in commencing services. Vendor may need to coordinate their services around construction or remodeling projects, causing time and access to be limited.

Tenant is responsible for canceling services on or before the last day of their lease term date, regardless if they vacate premises early. Upon termination of lease, Tenant must remove, at their sole cost and expense, all wiring and cabling from premises to the building demark if applicable and repair building to normal conditions prior to installation.

## ANTENNA/SATELLITE DISH

Tenant may, if space is available, lease roof space for antenna or satellite dish reception upon execution of license agreement. Tenant must provide building management with written specification for installation including location of equipment on roof and access through mechanical rooms or other Tenant spaces, if applicable, and a certificate of insurance from vendor of proposed rooftop device. Tenant should inform vendor that any cabling must be attached in wire hanger from the deck or any designated cable location and any penetrations to the building's roof may be required to be completed by building's roof contractor so as not to void any roof warranties.

All costs for installation, including if building's roof contractor is required, and maintenance or repair of antenna/satellite dish are the responsibility of Tenant. Landlord reserves the right to remove approved devices in the event Landlord determines such action is necessary. Please contact building management for more information.

Upon termination of lease, Tenant must remove, at their sole cost and expense, all equipment, antenna, satellite dish, wiring and cabling from premises including the building if applicable and repair building to normal conditions prior to installation.

**Please see the document titled “*Contractor Rules and Regulations*” located in the Appendix and on the Property Direct web page for the current insurance and scheduling and other requirements.**

## MISCELLANEOUS AMENITIES & SERVICES

### LOST & FOUND

Any items found in the common areas such as corridors, restrooms or on the property grounds by building staff, or reported by Tenants are placed in “Lost & Found” for a period of 14 days. Please contact the building management to claim items that have been lost or found in the building.

### LAKESIDE EATING AREAS

Multiple lakeside seating locations for outdoor lunch options, and also enjoy a 1.5 mile walk around the lake.

### STORAGE

Storage space, located in the lower level of the buildings, is available for rent to Tenants for business purposes. Please contact building management to inquire about availability, rates and leasing information.

### VENDING MACHINES

Snack and beverage vending machines are located on the lower level of buildings 7650, 3600, 7701, and 7601. All vending machines accept cash and coins. Please contact building management if you have any issues or concerns with the machines.

### MYKENNA'S CAFÉ

Mykenna's Cafe is located in the lower level of 7650 building. They are open for breakfast and lunch, Monday–Friday, from 7:00 AM to 2:30 PM. Their menu can be found online at <http://www.centenniallakes.com/amenities/restaurants/> which includes daily specials, salads, sandwiches, soups, pizza, etc. Mykenna's Cafe also offers catering services.

Their phone number is (952) 831-2321.

### CENTENNIAL LOUNGE

Centennial Lounge is located on the lower level of the 3600 building (suite 10), adjacent to the elevator lobby. The grab'n'go market is open with building card access.

### WELLNESS ROOM

The Wellness Room is located within the Centennial Lounge. It is provided as a private space for tenants to tend to their personal health needs. It is available on a first come, first served basis.

### WIFI

The building conference rooms are equipped with wireless internet (WiFi) connections available at no charge for Tenant's use.

As this is a shared amenity, these public “hotspots” are only intended for occasional and limited use and should not be relied on as a Tenant's only means of internet access.

This is an unsecured network(s), and as such, unauthorized third parties, viruses or other harmful applications may be present and access your equipment, files or monitor your connection. Building management and Landlord cannot

guarantee the security of this unsecured network and by connecting to this network(s); users acknowledge and accept all associated risks and liabilities.

#### Login Information

Wireless Network: Centennial\_Lakes\_WiFi

Provide a valid email address and agree to terms of use for access to WiFi.

### ELECTRIC CAR CHARGER

The GE Durastation is located in the lower level of the parking ramp of 3601 W. 76<sup>th</sup> Street. It is a single pedestal station easily accessible while parking. It is capable of charging two cars at one time. Please contact the management office for information and to be set up with a charging card.

### TENANT IMPROVEMENT / CONSTRUCTION

Any Tenant improvement, including but not limited to, construction due to expansion, remodeling, plumbing, mechanical or electrical work performed after move-in must be coordinated through the building management to ensure that all work meets building, safety and fire code requirements while maintaining architectural quality control.

If you are contemplating any such work, please contact building management as soon as possible to reduce delays and ensure timely completion of your project.

Building management works with a number of contractors that are familiar with and have previous experience with the building and can coordinate the project.

If Tenant chooses to contract with an outside vendor, building management must be notified in writing of any work, including submission of plans, in advance of work beginning.

- Refer to lease for Tenant's obligations.
- Contractor and Sub-contractors must provide insurance certificates and list Landlord and building management as additional insured.
- Contractor and sub-contractor must sign off that they have read the building's construction rules and regulation and this document must be submitted to management prior to work commencing – contact management for copy of document.
- All work must comply with city, state and federal regulations, including obtaining permits. All final permits and certificate of occupancy, if applicable, must be submitted to management once project completed.
- A copy of the contractors' executed contract, final plans showing all changes if any, invoices, and lien waivers must be submitted to Landlord once project is completed.

Any work initiated without the approval of the Landlord is subject to removal at the Tenant's expense. This procedure is strictly enforced, as both the Landlord and Tenant may incur substantial risk if work does not meet all applicable legal requirements.

See *Contractor Rules and Regulations* located in the Appendix.

### RENT PAYMENT

Tenants will receive a monthly statement as a courtesy; however, in accordance with your lease agreement, payment of rent and operating charges are due on or before the first of each month, regardless of receipt of statements.

In accordance with the lease, charges for rent are due and payable on the first of the month without notice.

Please submit any changes to the billing address and/or contact in writing to building management.

## REMITTANCE ADDRESS

Please make sure that checks are made payable to: “(Office Property Name LLC)” and are mailed to:

**Centennial Lakes (Roman Numeral) LLC**

**c/o Cushman & Wakefield**

**SDS-12-2642**

**PO Box 86**

**Minneapolis, MN 55486-2642**

## ELECTRONIC PAYMENT / ACH

Electronic payment via wire / ACH may be available. If your company chooses to utilize this payment method, please note that building management requires a notification of payment sent. Please contact building management for further details.

## MOVE IN/MOVE OUT PROCEDURES

Please notify building management at least ten (10) business days in advance of any major move, such as a new Tenant taking occupancy, a Tenant vacating the premises, or delivery of furniture. For smaller moves of a smaller number of items, please provide notice of at least 48 business hours.

In addition, both the Tenant and the Tenant's vendor(s) are required to provide a Certificate of Insurance naming the Landlord and building management as additionally insured prior to work commencing.

Tenant and their vendors are responsible for cleanup of building, and the removal of boxes, pallets and debris brought into the building. No crates, boxes, pallets, etc., are to be put in the dumpster. Materials that are left will be hauled away at Tenant's expense; a \$150.00 minimum charge.

- All moves and major deliveries must take place before or after normal business hours.
- Please inform us of your moving contractor and have your agent call to set up a meeting with us as soon as possible to discuss the proper move procedures and review the current conditions of the building elevators and common corridors.
- In accordance with your lease, your company will need to furnish property management with a Certificate of Insurance naming the respective entity listed above as additional insured, and showing proof of liability and hazard coverage with the specified amount that is listed per your lease agreement. See the Insurance section which follows for further detail.
- To assure no inconvenience to existing Tenants, moves/deliveries must take place before or after normal business hours: before 8:00 AM or after 5:00 PM, Monday-Friday or on weekends. Exceptions will not be permitted.
- Tenant must notify building management of the date and time of the move. Moves will not be allowed without prior notification.
- A moving company representative must visit the site prior to the scheduled move to determine the elevator equipment required.
- Please have at least one representative from your company supervise your move and the moving company's activities throughout the entire move. Tenant will be responsible for lock/securing the building once the move is completed.
- The building will provide pads in the elevators. The moving contractor is expected to place protective material over hard floor surfaces and at the elevator corners. All floors must be covered with Masonite panels. This includes all carpeted surfaces, elevators, and lobbies.

## TENANT HANDBOOK AND EMERGENCY PROCEDURES

- Under no circumstances can any furniture or moving equipment (i.e., dollies, boxes, etc.) be left unattended in the elevator lobbies or hallways.
- All movers and delivery personnel must obey all building rules and regulations. There is no smoking permitted in the building. Points of egress must not be blocked or obstructed at any time.
- Any and all cardboard packaging, trash and similar items must be removed by the moving/ delivering company.
- If this is a move out of the building after the move building management will schedule a complete walk through of the premises to verify it has been left in the condition at time of possession excepting normal wear and tear.
- At that time you will be asked to return all suite keys, building keys and access cards.
- Please provide a forwarding address to building management and remember to notify the post office of the address change and newspaper/magazine and other vendors. If damage occurs to any of the common area or elevator walls during the move (or any other type of damage or location), the Tenant will be held responsible for payment of any necessary repairs.
- Please advise building management of any safes or other bulky items prior to moving them into the building. Landlord reserves the right to prohibit or impose conditions upon the installation of such objects that might overload the building's floor/weight-bearing capacity.

Please complete and return to building management the following information at least ten days in advance of your move-in date. The forms are located in the Appendix section of this handbook.

- Tenant Contact/Emergency Notification List
- New Tenant Building Access Card Request
- Suite Signs & Directory Strip Request

## DELIVERIES

In order to provide the highest possible level of service for Tenants of Office Property Name a reservation system for deliveries is outlined below.

- Daytime deliveries are limited to one-half hour maximum.
- Any deliveries over one-half hour must be scheduled with building management. Major deliveries can be made before or after business hours from 5:00 PM until 8:00 AM, Monday through Friday, and anytime on Saturday or Sunday.
- For reservations, please call building management, at (952) 837-8400, at least 48 hours in advance of your delivery.
- Delivery vehicles should refrain from parking in the fire lanes in front of each building. Delivery vehicles may park in the visitor parking spaces designated at each building. Please inform couriers and delivery companies of this policy.

## INSURANCE

### TENANT – INSURANCE REQUIREMENTS

In accordance with your lease, your company is required to furnish building management with a certificate of insurance naming the respective entities for the Landlord and building management as additional insured, and showing proof of liability and hazard coverage with the specified amount that is listed per your lease agreement.

| INSURANCE DESCRIPTION | AMOUNT OF COVERAGE    |
|-----------------------|-----------------------|
| Public Liability      | Limits per your lease |
| Business Interruption | Per your lease        |

Cushman & Wakefield requires Tenant proof of insurance in accordance with all leases.

The certificate should name the following as additional insured's:

- Landlord: Office Property Name LLC
- Building Management: Cushman & Wakefield U.S., Inc
- State Farm Realty Investment Company
- United Properties Investment LLC

Please list the certificate holder as Cushman & Wakefield U.S., Inc, 7650 Edinborough Way, Suite 175, Edina, MN 55435.

## VENDOR / CONTRACTOR – INSURANCE REQUIREMENTS

Landlord requires all on site vendors / contractors, whether contracted by building management or by the Tenant, to provide us with an original, current certificate of insurance for the building. This certificate must have additional insured language that reads exactly as stated below:

The certificate should name the following as additional insured's:

- Landlord: Centennial Lakes I LLC, Centennial Lakes II LLC, Centennial Lakes III LLC, Centennial Lakes IV LLC, Centennial Lakes V LLC
- Building Management: Cushman & Wakefield U.S., Inc., Managing Agent for Owners
- State Farm Realty Investment Company
- United Properties Investment LLC

Please list the certificate holder as Cushman & Wakefield U.S., Inc. and mail to the following address:

**Cushman & Wakefield U.S., Inc**  
**C/O Property Manager**  
**7650 Edinborough Way, Suite 175**  
**Edina, MN 55435**

The following are insurance limitations that are required of our vendors / contractors:

Vendors /contractors will be required to maintain, at all times and at its sole expense, the following insurance. All such insurance shall be written through insurance carriers acceptable to building management and Landlord, and licensed in the state these services are to be performed.

- Worker's compensation insurance with statutory limits and employer's liability coverage per the terms of your lease.
- Commercial general liability insurance with limits per the terms of your lease.
- The foregoing insurance shall cover, but not be limited to, the following:
  - Premises-Operations
  - Products/Completed Operations Hazard
  - Contractual Liability
  - Broad Form property Damage
  - Independent Contractors
  - Personal Injury Liability

The liability insurance policy or policies required hereunder shall name building management and Landlord as additional insured's. Each policy shall be endorsed to provide that a written notice of cancellation, lapse, or change of vendor / contractor's insurance will be sent to building management and Landlord but vendor / contractor's insurance carrier per the terms of your lease.

Vendor / contractor agree to provide replacement cost property insurance to cover all equipment and supplies that it owns and brings onto the building.

Vendor / contractor shall hold building management and Landlord free and harmless from and against any and all liability to vendor / contractor or third parties resulting from the loss of, or damage to, property or equipment owned or rented by vendor / contractor which is used, or contemplated for use, by vendor / contractor in the performance of the work, including liability caused in part, but not exclusively, by the negligence of building management or Landlord, but excluding liability for any loss or damage to such property or equipment caused exclusively by building management's or Landlord's negligence.

## EMERGENCY PROCEDURES & CONTACTS

The safety of our Tenants is one of building management's highest priorities; however, the security of the building occupants rest with each Tenant and their understanding of emergency procedures safety and security measures.

Building management recommends that each Tenant have an Emergency Action Plan in place to help their employees train for, prepare and react quickly to an emergency including fire, severe, weather, flood and violent situations such as active shooters or bomb threats.

With this interest for you in mind, the following section outlines standard emergency guidelines for what to do in case an emergency situation occurred at or near the building.

We have attempted to cover most emergency situations. There may be unforeseeable areas or disasters that are not discussed. Therefore, the information contained herein is provided only as a guide or as general information for this building and should be considered supplementary to your company's emergency plan.

It's not the Landlord or building management's intent to direct the Tenant to adopt or use part or all of the given information, nor does Landlord or building management assume any liability in connection with all or part of the information that may be used or adopted by the Tenant.

If evacuation becomes necessary, the authority and responsibility rest with the local officials of government. Neither Landlord nor building management can assume responsibility for any consequences resulting from the decision to evacuate or not to evacuate.

### EMERGENCY PLANNING RESOURCES

Additional resources are available online from government and nonprofit sources:

**Ready.gov:** <http://www.ready.gov/>

**REMEMBER!**  
BEING PREPARED AND STAYING CALM ARE THE  
TWO MOST HELPFUL AIDS TO COPING  
EFFECTIVELY DURING AN EMERGENCY.

**Flu.gov:** <http://www.flu.gov/>

**Federal Emergency Management Association:** <http://www.fema.gov/plan-prepare-mitigate>

**Department of Homeland Security:** <http://www.dhs.gov/dhspublic>

**American Red Cross:** <http://www.redcross.org/>

**CDC - Center for Diseases Control and Prevention/Emergency Preparedness & Response:** <http://www.bt.cdc.gov>

**National Weather Service:** <http://forecast.weather.gov/hazards/mpx>

**Hennepin County – Emergency Management:**

<https://www.hennepincounty.gov/government/projects-initiatives/emergencies/emergency-management>

## EMERGENCY CONTACTS

Building management keeps a file of all emergency contacts for each Tenant in a confidential file should the need arise to contact a Tenant during or after business hours.

Prior to move-in, please fill out the “Tenant Information/Emergency Contact” located in the Appendix. We require Tenants to designate at least two employees as emergency contact and provide us with these employees’ names, titles, email addresses, work, home and cellular telephone numbers.

It is the Tenant responsibility to provide correct and up-to-date information to building management. In the event of personnel change, please make certain you provide any updated information to the building management office as quickly as possible.

**In any threatening situation involving fire, and/or requiring the attention of the police, rescue, or ambulance, call 911 as soon as it is safe for you to do so. Then contact building management to report the situation.**

## BUILDING MANAGEMENT

|                                           |                |
|-------------------------------------------|----------------|
| Cushman & Wakefield Emergency Call Center | (952) 831-1001 |
|-------------------------------------------|----------------|

## LOCAL AUTHORITIES

|                 |                |
|-----------------|----------------|
| Fire Department | (952) 826-0330 |
|-----------------|----------------|

|                   |                |
|-------------------|----------------|
| Police Department | (952) 826-1610 |
|-------------------|----------------|

## EMERGENCY COMMUNICATIONS

During an emergency, building management’s goal is to communicate first with those most immediately impacted, such as people who need to evacuate or seek medical treatment.

Building management will utilize email to the tenant contacts provided to communicate updates and information, as well as by phone, when possible. The goal is to provide accurate and timely information to minimize rumors and restore order and confidence.

## REPORTING AN EMERGENCY - PROCEDURES

In the event of an emergency, call 911 immediately or when safe to do so. 911 operators will dispatch the appropriate emergency personnel, police, fire, and/or ambulance.

If one of the emergencies discussed in the following topics or any life threatening emergency occurs at the property, after first contacting 911 services, immediately call building management, Cushman & Wakefield’s 24/7 Emergency Call Center at 952-831-1001. The dispatch will alert the appropriate building staff to assist the emergency team response.

- To report a medical emergency
- To report a fire
- To report or prevent a crime that has occurred or is about to occur

## INCIDENT REPORTS

In the event of an accident, slip and fall of an employee, customer, or visitor and after you have followed the emergencies procedures listed in the following sections, please complete the Property Incident Report. A copy is located in the Appendix.

All incidents must be reported promptly, even if the affected party makes assurances that he/she is uninjured and will not be taking any action. Prompt reporting of claims expedites claims by providing the insurance company the authority to investigate when memories are fresh, physical evidence can be preserved, and witnesses are still available. Keep one copy of the report and send one copy to building management.

## **BUILDING EVACUATION & EXITS**

It is the responsibility of each person to know who their Tenant Emergency Response Team personnel are, and their alternates, and they should be familiar with their respective evacuation plans and location of Tenant's Safe Area of Refuge, including alternate location. When in doubt, ASK now instead of waiting until an emergency occurs.

Building emergency procedures and evacuation plans are available upon request.

### **BEING PREPARED CAN SAVE LIVES.**

In the event a Building evacuation becomes necessary:

- If the alarm sounds or at the direction of emergency personnel, such as the police, fire or other official who may be on the scene to take charge, evacuate the building immediately.
- Remain calm and do not panic.
- Close office doors as you leave, but do not lock them.
  - Do not return to retrieve purses, personal or work belongings, cell phones, etc.
- Before departing, attempt to account for any co-worker, contractor or visitor that may be in the restroom, break or conference rooms, or another office.
  - Report any missing to Tenant Warden when safe to do so.
- Always LISTEN for directions on evacuations because your primary exit route may not be safe.
- Form a single file evacuation line and follow the building exit signs.
- Use Handrails in enclosed stairwells.
- When you approach a closed door, use the back side of hand to feel the door to see if it is hot.
  - If hot, DO NOT OPEN IT.
- DO NOT take the elevators. In an emergency, elevators will be available only to the fire department.
- Calmly and quietly proceed to your company's designated Safe Area of Refuge 1 block away from the emergency. DO NOT EVACUATE LAKESIDE OF THE BUILDINGS.
- Once you have assembled in your safe area, notify the appropriate Tenant Warden
- Report any abnormal situation to Tenant Warden once you have evacuated and are safe.
- Wait to receive "All Clear" before re-entering the Building.

**Remember to keep fire exits free of debris, e.g., cardboard boxes, trash, and pallets.**

### **IF THE ALARM SOUNDS, EVACUATE THE BUILDING IMMEDIATELY!**

**DO NOT call the building management to make inquiries. The phone lines must remain open to communicate with the fire department.**

## BUILDING FIRE/LIFE SAFETY SYSTEMS

The building utilizes a fire/life safety system in the event that a fire should occur.

- The building is equipped with an addressable fire alarm panel, which is monitored 24 hours/7 days a week.
  - If an emergency were to arise, then the alarm company has a call list to assure rapid response and notifies 911.
- All buildings have a sprinkler system.
  - If the sprinkler system is activated, it will activate the building's external alarm.
- The building's sprinkler system is connected to the city water supply. In addition, there is a standpipe connection at the buildings for the fire department's use if necessary.

## REGULATORY CONFORMANCE

It is in the best interests of the building and its Tenants that all federal, state, and local regulations governing the building are in practice at the property. Compliance with building codes, fire codes, health codes and other ordinances often seem inconvenient, difficult or costly, but in fact, are essential for life safety and protection of the property. Building management operates the building as to abide with regulations to the best of their knowledge. It is important that each Tenant acts in the same fashion to avoid jeopardizing the safety of themselves and other Tenants.

### THE "18-INCH RULE"

The 18-inch rule is commonly overlooked. In order for fire detection and suppression systems to perform properly, nothing may be placed within 18 inches of the ceiling. This typically involves items stored on high shelving. By monitoring this rule carefully, you prevent the possibility of non-conformance within your premises.

These regulatory issues (and many others) are inherently relevant to your safety in this building. Please contact building management if you have questions in this regard.

## REPORTING A FIRE

- Remain calm and don't panic.
- Close the door leading to the source of the fire.
- Locate nearest pull manual fire alarm, if applicable, and activate it.
- Call 911 from safe area and state the following information:
  - There is a fire emergency.
  - Location (company name, address, floor and suite number).
  - Details of the fire emergency
  - Your name
  - Call building management 24/7 service line at 952-831-1001
- Call building management only if the alarm has not sounded. (If the alarm has sounded, do not call building management, evacuate the building) and state the following information:
  - You have called 911 and reported a fire emergency.
  - Location (company name, address and suite number, if applicable).
  - Details of the fire emergency
  - Your name
- Evacuate the building immediately, if you have not done so. See Section Building Evacuation & Exits and the following When the Fire Alarm Sounds Procedures.
- Alert your Tenant Warden(s) to what occurred.

## WHEN THE FIRE ALARM SOUNDS IN THE BUILDING

- Evacuate the building immediately when the fire alarm sounds.
- Remain calm and don't panic.
- Close office doors as you leave, but do not lock them.
  - Do not return to retrieve purses, personal or work belongings, cell phones, etc.
- If you are not aware of building exits or who is part of the Tenant's Emergency Response Team or unsure of Tenant's designated Safe Area of Refuge, then ASK now instead of waiting until an emergency occurs. BE PREPARED.
  - Exit the building on ground level, if applicable.
- If heavy smoke is present, stay near the floor where air is better, take short breaths, breathe through your nose and crawl to exit.
- When you approach a closed door, use the back side of hand to feel the door to see if it is hot.
  - If hot, DO NOT OPEN IT.
- DO NOT take the elevators. In an emergency, elevators will be available only to the fire department.
- Calmly and quietly proceed to your company's designated Safe Area of Refuge.
- Once you have assembled in your safe area, notify the appropriate Tenant Emergency Response Team personnel of your presence so that you are accounted for.
- Report any abnormal situation to Tenant(s) Warden, building management, or First Responder once you have evacuated and are safe.

Wait to receive "All Clear" before re-entering the building.

## IF YOU CAN'T EVACUATE, POSSIBLY BECAUSE OF FIRE OR THICK SMOKE BLOCKING YOUR ESCAPE ROUTE(S):

- Remain calm and do not panic.
- Move as far away from the fire as possible, closing doors behind you as you go. Every closed door between you and the fire provides a barrier against smoke.
- Put a rug, blanket, coat or any clothing material at the bottom of the door to help keep out the smoke.
- Remember if heavy smoke is present, stay near the floor where air is better, take short breaths and breathe through your nose.
- Notify someone that you are trapped via phone or yelling loudly until you are answered.
- Put a "HELP" sign in the window or doors for First Responders to see, if possible.

## FIRE PREVENTION TIPS

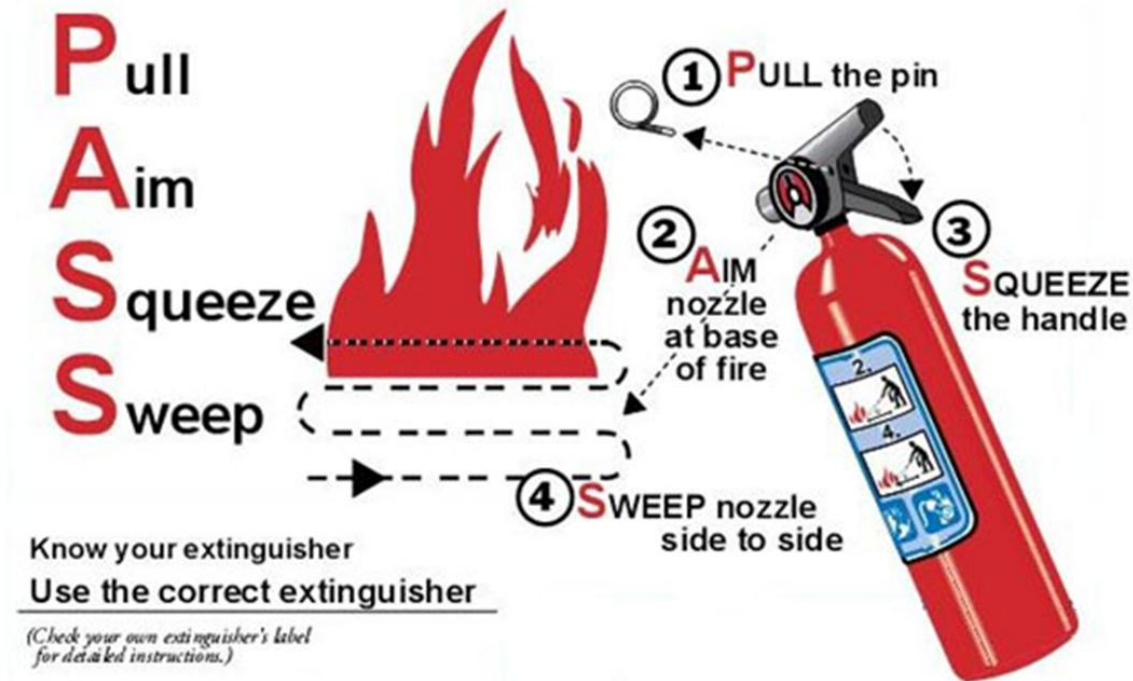
### REMEMBER, THESE FIRE SAFETY TIPS SHOULD BE PRACTICED EVERY DAY:

- Do not overload electrical outlets. Many fires are the result of the misuse of electrical appliances and cords.
  - Be sure outlets are not overloaded.
  - Keep extensions cords to a minimum and use only properly rated cords.
  - Unplug ALL coffee pots or other appliances in break rooms before leaving premises for the night.
    - » Each Tenant should assign personnel to perform this task.
- Poor housekeeping; especially in storage areas. Avoid large accumulations of wastepaper, cardboard, files or other debris.
- Do not store flammable liquids on site or use electric space heaters (against building policies).
- Smoke only where permitted and dispose of cigarette butts in their proper container.
- Do not block emergency exits or route of travel to emergency exits.

## OPERATING FIRE EXTINGUISHERS

Portable Fire Extinguishers are only meant for small fires in their very beginning stages. Anything larger, immediately leave the area and call 911.

### HOW TO OPERATE AN EXTINGUISHER



## SEVERE WEATHER & TORNADO

Severe weather may include rain, hail, tornadoes, high winds, ice, sleet and snow, excessive heat, etc.

Remain calm and always use your best judgment when severe weather occurs, because it may be difficult to predict what situation may arise due to a weather related emergency. Local authorities may issue a severe weather warning by radio or civil defense sirens.

Public warning sirens operated by county and city municipalities are designed to be heard outside, and may not be heard inside the building. Building management strongly recommends that each Tenant also have a weather radio to monitor severe weather warnings and a plan of action in place for dealing with severe weather, both during and after business hours, for the safety of their employees.

For weather information you may visit the National Weather Service's website at [www.nws.noaa.gov](http://www.nws.noaa.gov).

### ADVISORY

- Less hazardous weather conditions or less specific locations
- Weather may still pose significant inconvenience, damage or injury
- Situations are possible that could threaten life or property

### WATCH

- Weather conditions are favorable for a hazardous weather event
- Stay alert to changing conditions
- Make alternate plans
- Be aware of possible shelter or evacuation routes

### WARNING

- A dangerous weather or event is occurring or imminent
- Likely significant threat to life or property
- Take protective action immediately

### IN THE EVENT OF SEVERE WEATHER OR TORNADO:

- Assign people to relocate all occupants to the core areas of the building (Areas of Refuge such as lowest level of the building, stairwells, inner corridors, or restrooms) as quickly as possible.
- Stay away from exterior windows and the perimeter of the building.
- Sit down and protect yourself by putting your head as close to your lap as possible, or kneel protecting your head.
- Employees should stay away from the main lobby and entry ways.
- Remain in your area of refuge until the “All Clear” has been issued by the National Weather Service.
- Do not use elevators during your company’s relocation process within the building.
- If your company decides to evacuate the building, notify the building management of your intention to do so.
- Assign people to make certain that all members of your staff have evacuated safely.
- Notify building management or security of all leaks, fires, and structural or other damage during or after the storm.

### IF YOU ARE IN TRANSIT IN THE BUILDING

- Go to nearest stairwell and take it to the lowest level for shelter.
- Do NOT go outside the building.

### IF YOU ARE CAUGHT IN AN OUTSIDE PERIMETER OFFICE:

- Seek protection under a desk.
- Remain in these areas until the “All Clear” has been issued by the National Weather Service.

If your area sustains damage, building management and medical crews will arrive to assist you as soon as possible.

## MEDICAL EMERGENCY

Accident or sudden illness may cause an emergency that necessitates immediate first aid and subsequent medical attention. The Police, Fire Department, and Paramedics (“First Responders”) are professionally trained to respond to these emergencies.

Building management recommends that each Tenant have a first aid kit and Automated External Defibrillator (AED) on site in case of an emergency. Tenants should also consider training their staff in First Aid, CPR, and AED procedures. Each building has an AED located at the following locations:

7701: main lobby and 3<sup>rd</sup> floor off the elevator

7601: main lobby and 3<sup>rd</sup> floor off the elevator

3601: main lobby and 4<sup>th</sup> floor

7650: 1<sup>st</sup> floor lobby and 5<sup>th</sup> floor

3600: 1<sup>st</sup> floor lobby and 4<sup>th</sup> floor

In the event that an employee, customer or guest experiences a medical emergency:

- Call 911 and state the following information:
  - You need medical assistance
  - Location (address, suite number and Company name)
  - Type of illness or injury
  - Individual's present condition
- Try to make the individual comfortable, but do not move them unless necessary.
- Utilize and apply applicable first aid, CPR or AED procedures, if necessary.
- Contact your company's Emergency Response Team and inform them of the emergency.
- Call the building management staff and state the following information:
  - You have called 911 and requested medical assistance
  - Location (floor and suite number)
  - Your name and individual's name if known

## PANDEMIC OUTBREAK

A pandemic is a global disease outbreak. It is determined by how the disease spreads, not how many deaths it causes.

When a new influenza A virus emerges, a flu pandemic can occur. Because the virus is new, the human population has little to no immunity against it. The virus spreads quickly from person-to-person worldwide.

In a flu pandemic, employers play a key role in protecting employees' health and safety. Organizations can help limit any negative impact on the economy and society as well. As with any emergency situation, having a contingency plan is essential.

A good resource can be found at <http://www.flu.gov/planning-peparedness/business/businesschecklist.pdf>

Some basic hygiene and social distancing precautions that can be used in every workplace include the following:

- Stay home if you are sick.
- Wash your hands frequently with soap and water for 20 seconds or with a hand sanitizer if soap and water are not available.
- Avoid touching your nose, mouth and eyes.
- Cover your coughs and sneezes with a tissue, or cough and sneeze into your upper sleeve. Dispose of tissues in no-touch trash receptacles.
- Wash your hands or use a hand sanitizer after coughing, sneezing, or blowing your nose.
- Avoid close contact (within 6 feet) with coworkers and customers.
- Avoid shaking hands and always wash your hands after physical contact with others.
- If wearing gloves, always wash your hands after removing them.
- Keep frequently touched common surfaces (for example, telephones, computer equipment, etc.) clean.
- Try not to use other workers' phones, desks, offices, or other work tools and equipment.
- Minimize group meetings; use e-mails, phones and text messaging. If meetings are unavoidable, avoid close contact (within 6 feet) with others and ensure that the meeting room is properly ventilated.
- Limit unnecessary visitors to the workplace.

## POWER FAILURE

For some businesses, power outages can lead to security risks or significant loss in employee productivity. Therefore, every business should be prepared for power failure and take the necessary precautions to protect their critical equipment, telephone system, and even security to premises so as to minimize the disruption to their business.

Use UL-listed surge protectors and battery backup systems for critical computer and telecommunications equipment. They will add protection for sensitive equipment and help prevent a computer crash in the event of a power failure. Back up computer data frequently or consider offsite and/or online storage.

In the event of a power failure in your space or in the building:

- Notify building management immediately to determine if it is a building issue or an area issue.
  - Building management will investigate the problem and assist the utility company if needed as well as follow up with Tenants on their findings.
- If an area issue, report it also to Xcel Energy Power Outage line at (800) 895-4999.
  - They are also available to ask questions; such as, anticipated duration of outage so your business can determine how to proceed.
- Open draperies and raise blinds to let in all available ambient light.
- Disperse flashlights.
  - DO NOT use candles or other flammables, as they are a fire hazard and are not permitted.
- Turn off computers and other equipment such as copiers, fax machines, coffee makers and printers.
  - Having equipment off lessens the load on the system when power is restored.
- If you are instructed to evacuate, do so immediately.
- Return to the building when instructed by the proper authorities.

## IF YOU ARE TRAPPED IN AN ELEVATOR DURING A POWER FAILURE

- Remain calm. Do Not Panic.
- Open the telephone box and press the “Help” button.
  - It will automatically call the elevator service company and report to them that you are trapped.
  - They will immediately dispatch their technician for service.
- In addition, push the RED “Alarm” button to sound so it can notify on-site personnel of your emergency.
- Do NOT attempt to force open the doors or crawl out of an elevator stuck between floors.

## GENERATOR

Centennial Lakes Office Park is equipped with a back-up generator, which will protect the building in the event of a power outage. As a result the building should not experience a power outage. If for some reason the Generator does not come on and the building is without power, please call (952) 831-1001 to report the issue and building management will respond as quickly as possible.

## NATURAL GAS LEAK

Natural gas does not have an odor, so a chemical that smells like rotten eggs is added to the gas. This chemical allows us to smell the natural gas at levels well below explosive levels. Other signs to alert you to a leak are blowing dirt or dust, bubbles forming in a glass of water, and a hissing or whistling noise.

Known or suspected sources of the odor may be from hot water heaters, gas appliances, and building's heating systems.

## IN THE EVENT OF A STRONG ODOR OF NATURAL GAS

- Do not use electric switches, telephones (including cell phones) or anything that could cause a spark.
- Call 911 immediately from a safe area.
- Call building management, (952) 837-8400 or the 24 hour dispatch line at 952-831-1001.
- If determined necessary, the building will be evacuated.
  - In the event of an evacuation, gather staff in a safe distance from the building. Do not return to the building until instructed by emergency personnel.
- Inquire with staff if they may have any symptoms associated with the gas and need medical attention. Symptoms may include:
  - Dizziness
  - Nausea
  - Fatigue
  - Shortness of breath, etc.
- Do not assume someone else has reported the leak or odor.
  - Alert others, including other Tenants.

## IF YOU SUSPECT A POSSIBLE GAS LEAK OR NOTICE A MILD ODOR OF NATURAL GAS

- Notify building management at (952) 837-8400.
  - In turn, building management will investigate the problem and assist utility company if needed as well as follow up with Tenants on their findings.
  - Do not use electric switches, telephones (including cell phones) or anything that could cause a spark.
- Direct staff to a safe location, including evacuation if necessary.

## FLOOD/WATER LEAK

Tenant is responsible to maintain throughout the term of the lease insurance upon all contents of the premises including that owned by others and Tenant's equipment and any alterations, additions, fixtures, or improvements in the premises.

Flood insurance and water damage are two different perils. Water is synonymous with flood, which is the overflow of a body of water. The source of water must be outside the insured building and foundation -- or under it. Sewer back up is another kind of water peril in commercial policies.

Water damage has a different meaning in commercial policies. Water damage comes from within. It can be water in a heating system or an appliance but its damaging presence must be the result of breakage, freezing, an explosion or other accident.

Many people think that flood insurance is just for properties near large bodies of water. But unfortunately because of factors like the shape of the surrounding land, the type of soil, and weather patterns, you don't need to be located adjacent to a river or ocean to be at risk for flooding. In addition, an accident could occur in your premises that results in water damage caused by a broken pipe, or a leak from a water heater, dishwasher, water line from a coffee or ice dispensers.

## IF WATER IS FOUND IN YOUR PREMISES OR IN A COMMON AREA

- Attempt to locate the source. Stop the flow of water, if you are able to safely reach the area.
  - Do not cross or touch water that may be near a source of electricity.
- Immediately contact building management at the 24/7 Emergency number: (952) 831-1001.
  - Give building name
  - Street address including suite company name

– Description of emergency.

- Turn off and disconnect all electrical appliance and equipment if it is safe to do so.
- If possible, move equipment, products and any items possible off of the floor or lower shelf to a higher area to reduce property damage.
- When practical, take measures to restrict the flow of water.
- If necessary, isolate area by closing doors.
- Consider evacuating if flow of water presents a danger.

#### IN THE EVENT OF A SEVERE FLOOD OR WATER LEAK

- Evacuate as instructed by emergency personnel.
- Be aware that the electricity may go out and/or emergency alarms could sound.
- Be alert to possible safety hazards such as:
  - Broken or leaking gas lines
  - Broken or damaged electrical circuits
  - Submerged or wet appliances, or electronic equipment

### BURGLARY & ROBBERY

Burglary is the intent to break into a building without consent with the intent of committing a crime inside (including theft). Burglary is a specific intent crime, requiring that the burglar knowingly intends to commit a crime while inside. A person does not have to forcibly enter a building to commit burglary; going in through an unlocked window or door can still fulfill the “breaking” element of burglary.

#### IN THE EVENT OF A BREAK IN WHEN THE INTRUDER IS STILL ON THE PREMISES, CALL 911

- Stay calm.
- Do not enter the area, or if inside leave the area, if possible.
- Do not argue with or confront assailants or persons appearing unbalanced. Persons may be carrying weapons and could use them if provoked.
- Do not block assailant escape or fight back forcibly unless it is a life-threatening situation.
- Call 911 when safe to do so.
  - If possible, try to give a detailed description:
    - » Gender
    - » Age
    - » Height & weight
    - » Coloring of skin tone, hair, eyes, complexion
    - » Facial hair, hair style
    - » Distinguishing features such as scars, birthmarks, tattoos
    - » Clothing, glasses, jewelry
    - » Speech patterns
    - » Vehicle type, color, license plate (if applicable)
    - » Method and direction of escape.

#### IN THE EVENT A THEFT IS DISCOVERED AFTER IT OCCURRED AND/OR LATER DATE

- Immediately contact the police by a non-emergency phone number.
- Complete and file a police report.

- Call the building management to report the details of the theft / break in.
  - Send a copy of the police report to building management.
  - Notify of any damage to building management, and if repairs are necessary.

## BOMB THREAT

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain as much information as possible.

### DO NOT

- Do Not use cell phones or two-way radios; radio signals have the potential to detonate the bomb.
- Do Not evacuate the building until police arrive and evaluate the threat. Most often, authorities will require you to assist in locating anything suspicious or out of place.
- Do Not activate the fire alarm. Do Not touch or remove a suspicious package.

### IN THE EVENT OF A BOMB THREAT RECEIVED BY PHONE

- Remain Calm
- Utilize the Bomb Threat Checklist to obtain specific information from the caller or from the individual who received the call.
- Keep the caller on the line for as long as possible. Do Not Hang Up, Even If The Caller Does.
- Listen carefully. Be polite and show interest.
- Try to keep the caller talking to learn more information.
- If possible, while listening to the caller, try to attract someone's attention in your immediate area discreetly and quietly.
  - Write a note to a colleague to call the 911 immediately. As soon as the caller hangs up, immediately notify them yourself. If possible, do this from a separate phone.
  - If possible have another person contact the building management at the same time, or as quickly as possible.
- If your phone has a display, copy the number and/or letters on the window display.
- Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to use exact words.

### IN THE EVENT OF A HANDWRITTEN NOTE OR THREAT

- Handle the note as minimally as possible
- Call 911

### IN THE EVENT OF E-MAILED THREAT

- Do Not Delete the message.
- Call 911

### BOMB THREAT CHECKLIST

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Time Caller Hung Up: \_\_\_\_\_ Phone No. where call received \_\_\_\_\_

- Where is the bomb located? \_\_\_\_\_  
(Building, Room, etc.)

- When will it go off? \_\_\_\_\_
- What kind of bomb is it/looks like? \_\_\_\_\_
- What will make it explode? \_\_\_\_\_
- Did you place the bomb? \_\_\_\_\_ Yes/No \_\_\_\_\_
- Why? \_\_\_\_\_
- What is your name? \_\_\_\_\_ Age? \_\_\_\_\_
- Is the voice familiar? \_\_\_\_\_
- Where is the caller located? \_\_\_\_\_ (background and level of noise)

## CALLER CHECKLIST

| BACKGROUND SOUNDS   | THREAT LANGUAGE | CALLER'S VOICE       |
|---------------------|-----------------|----------------------|
| • Animal Noises     | • Incoherent    | • Accent/Distinct    |
| • House Noises      | • Scripted      | • Angry/Calm         |
| • Street Noises     | • Taped         | • Clearing Throat    |
| • Booth             | • Irrational    | • Coughing           |
| • PA System         | • Profane       | • Cracking voice     |
| • Conversation      | • Well-spoken   | • Crying             |
| • Music             |                 | • Deep breathing     |
| • Motor             |                 | • Disguised          |
| • Clear             |                 | • Excited            |
| • Office Machinery  |                 | • Female/Male        |
| • Factory Machinery |                 | • Laughter           |
| • Local             |                 | • Lisp               |
| • Long Distance     |                 | • Loud               |
|                     |                 | • Nasal/Raspy/Normal |
|                     |                 | • Ragged/Raspy       |
|                     |                 | • Rapid/Slow         |
|                     |                 | • Slurred/Stutter    |

## SUSPICIOUS PACKAGES/MAIL

If you consider a parcel or letter suspect, do NOT open, move or cover it.

Immediately call 911, then building management on a land line telephone. **DO NOT USE A CELL PHONE OR TWO-WAY RADIO. RADIO SIGNALS CAN DETONATE A BOMB.**

The immediate area should be clear of employees and secured, but do not evacuate until police arrive and evaluate the threat.

### SIGNS OF SUSPICIOUS MAIL



## ACTIVE SHOOTER / WORKPLACE VIOLENCE

An active shooter/ hostile intruder is an individual actively engaged in killing or attempting to kill people in a confined and populated area by any means including, but not limited to, firearms (most frequently used), bladed weapons, vehicles, or any tool that in the circumstance in which it is used constitutes deadly physical force. In most cases, there is no pattern or method to their selection of victims. Most active shooter situations are unpredictable, evolve quickly, and are over within minutes.

### IN THE EVENT OF AN ACTIVE SHOOTER - RUN – HIDE - FIGHT

#### EVACUATE – RUN

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others evacuate, if possible.
- Call 911 when you are safe.
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible.

- Follow the instructions of any police officers.
- Do not attempt to move wounded people.

### SHELTER-IN-PLACE – HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (e.g., an office with a closed and locked door).
- Not trap you or restrict your options for movement.
- To prevent an active shooter from entering your hiding place:
  - Lock the door.
  - Blockade the door with heavy furniture.
- If the active shooter is nearby:
  - Lock the door.
  - Silence your cell phone and/or pager.
  - Turn off any source of noise (i.e. radio, television).
  - Hide behind large items (i.e. cabinets, desks).
  - Remain quiet.

### PROTECT YOURSELF – FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her.
- Throwing items and improvising weapons.
- Yelling.
- Committing to your actions.

### WHEN POLICE ARRIVE

- Put down any items in your hands.
- Keep hands visible.
- Follow all instructions.
- Avoid making quick movements towards officers.
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.

### PRACTICES FOR COPING WITH AN ACTIVE SHOOTER SITUATION

- Be aware of your environment and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- If you are in a hallway, get into a room and secure the door.
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

## RIOT / VIOLENT DEMONSTRATION / PICKETING

A riot is a situation in which a crowd of people are behaving violently, often trying to damage, destroy or steal property and/or people. A riot can disrupt in a similar way as a violent natural disaster.

Fire departments become severely burdened and frequently cannot respond to alarms because of a lack of equipment or blocked streets. Police departments can become overwhelmed and are often unable to do more than acknowledge reports of looting and vandalism. Regular telephone service may be interrupted or severely overloaded.

### IN THE EVENT A VIOLENT SITUATION OCCURS IN OR NEAR YOUR PREMISES

- Stay calm.
- If inside, do not leave premises. Lock doors.
- Do not be a spectator. Leave the area or avoid it if possible.
- Report the activity to the authorities and building management immediately.
  - Authorities may be able to assist in limiting access of unauthorized personnel by establishing a perimeter around the demonstration.
- In the unlikely event that it becomes necessary to evacuate due to a disturbance, follow the instructions of local authorities and your company's evacuation plan.

### IN THE EVENT YOU ARE APPROACHED BY A DEMONSTRATOR AND/OR BECOME INVOLVED IN A VIOLENT DEMONSTRATION

- Do not argue with or confront demonstrators, assailants, or persons appearing unbalanced. Persons may be carrying weapons and could use them if provoked.
- Do not block assailant escape or fight back forcibly unless a life-threatening situation.
- Call 911 when safe to do so.
  - If possible, try to give a detailed description:
    - » Gender
    - » Age
    - » Height
    - » Weight
    - » Coloring of skin tone, hair, eyes, complexion
    - » Facial hair, hair style
    - » Distinguishing features such as scars, birthmarks, tattoos
    - » Clothing, glasses, jewelry
    - » Speech patterns
    - » Vehicle type, color, license plate (if applicable)
    - » Method and direction of escape

## ENVIRONMENTAL SPILL OR LEAK

Hazardous materials are defined as a vast collection of various materials that pose a threat to life, health, property, or the environment. Hazardous materials may be radioactive, flammable, combustible, explosive, toxic, noxious, corrosive, oxidizable, or irritating.

Incidents involving hazardous materials may originate within your Premises or from an external source. (The first step is to identify the hazardous materials that may be located in the building.) This could include a wide variety of substances from industrial chemicals used in a manufacturing process to cleaning fluids stored in a janitor's closet.

External threats may be more difficult to identify. Some potential threats may be easy to identify; a building next to a nuclear reactor could be exposed to radiation in the event of an incident. Other threats may be less obvious. A hospital or doctor's office may use radioactive materials. Buildings located near a highway or railroad could be threatened by almost any substance being carried on those transportation routes.

If you are instructed by the authorities to remain where you are, it may be necessary to seal the building to limit or prevent the intrusion of the hazardous material. Doors and windows may need to be sealed and gaps around doors and windows may need to be sealed with damp towels and duct tape. Other vents, cracks, or building openings may need to be sealed as well. If outside air cannot be eliminated, the ventilation system may need to be turned off. You should closely monitor and follow any orders or recommendations given by the responding authorities. Furthermore, avoid inhalation of fumes, smoke, etc.

### IN CASE OF IMMINENT DANGER TO HEALTH, PROPERTY OR THE ENVIRONMENT

- Act quickly and follow the instructions of local emergency coordinators.
  - Every situation can be different, so local emergency coordinators might have special instructions for you to follow.
- The three most important things to do if you think you may have been exposed to a dangerous chemical are
  - Quickly remove your clothing
  - Wash yourself
  - Dispose of your clothing in plastic bag.
- Refer to the MSDS for the spilled material and seek medical attention and/or render first aid.
- Isolate area of spill by shutting doors or use of other means. Move contaminated personnel to an isolated area away from other staff.
- For indoor releases/spills: leave the area and pull fire alarm to initiate building evacuation.
- For outdoor releases/spills: If possible to do so safely (without risk of overexposure) take action to stop the release and prevent or minimize releases to storm sewers.

## NUCLEAR OR BIOLOGICAL RELEASE

The Monticello Nuclear Generating Plant is located 13 miles northwest of Hennepin County borders, and the Prairie Island Nuclear Generating Plant is located 31 miles to the southeast of the county line.

Hennepin County is included in the Ingestion Pathway Zone extending 50 miles from both plants. The ingestion exposure pathway EPZ has a radius of about 50 miles from the reactor site. Predetermined protective action plans are in place for this EPZ and are designed to avoid or reduce dose from potential ingestion of radioactive materials. These actions include a ban of contaminated food and water.

### IN THE EVENT A NUCLEAR OR BIOLOGICAL AGENT IS SUSPECTED OR KNOWN TO BE IN THE AREA

- Remain Calm. Do not panic.
- Listen to radio or TV for further information and instructions.
- DO NOT leave the building unless safe to do so.
- Follow the directions of the local authorities.
- Tend to the injured, call 911 if necessary. Administer first aid if directed by 911.

## EARTHQUAKE

An earthquake is the sudden release of energy from the Earth's crust which results in seismic waves that can be destructive. Most earthquakes are associated with particularly active regions of the Earth where huge plates contact each other. Hennepin County is far from these active regions and is in a relatively stable area of middle North America.

However, earthquakes have struck Minnesota and will almost certainly continue to do so in the future. The closest earthquake epicenters to Hennepin County were in Cottage Grove in 1981 (measured 3.6 Richter scale) and in New Prague in 1860 (estimated 4.7 Richter scale). Hennepin County has a much lower risk of earthquakes than most of the rest of the United States.

Even though we do not live in a primary area for earthquakes, we still need to be prepared in the event one occurs.

#### IN THE EVENT AN EARTHQUAKE OCCURS

- Try to remain calm and reassure others. Do not panic.
  - An earthquake can come suddenly and may not last very long.
- If possible position yourself underneath a heavy desk or table.
  - Remain there until the earthquake has stopped.
- Move away from windows, glass partitions, and from beneath light fixtures.
  - An earthquake can shake these items loose and cause serious injury.
- Stand in an interior doorway or in the corner of a room.
  - Do not stand next to bookcases, large open files, or anything that might topple over in an earthquake.
- Be prepared for the electricity to go out, emergency alarms to start ringing, and the sprinkler systems to go off. Expect to hear glass breaking, walls cracking and objects falling.
- When the earthquake has stopped, occupants of the building should follow the same procedures as in the case of a fire or tornado. Move to the corridors and await further instructions.

#### AFTER AN EARTHQUAKE OCCURS

- Tend to the injured, call 911 if necessary. Administer first aid if directed by 911.
- If the building is evacuated following an earthquake, stay away from objects that may topple (brick walls, power lines, etc.). Designate a safe refuge area away from the building, if possible.
- Check for fires and fire hazards. Put out any fires immediately, if it is safe for you to do so.
- Do not touch power lines, electrical wiring, or objects that are in contact with power lines or wiring.
- Listen to a battery powered radio for information about earthquake and disaster procedures.
- Be very cautious when exiting or moving about a damaged building.
- Even after an earthquake has stopped, it is likely that aftershocks will occur. Be prepared.
- NO SMOKING! No open flames! Gas leaks are not uncommon after an earthquake.

## TENANT EMERGENCY ACTION PLAN

Emergencies and disasters are unpredictable and strike without warning. Therefore in the event of an emergency, it is imperative that there be an understood role and chain of command to ensure cohesion between Tenants and building management's emergency responses. Building management strongly recommends that each Tenant designate responsible, dependable employees as Tenant Wardens, Area/Department Wardens (Searchers), and Assistant to Disabled Personnel/Person Requiring Assistance (Aides). Remember to include back-up personnel in case members of the Emergency Response Team are out of the office, sick or on vacation.

Once your Emergency Response Team is selected, it is critical that they familiarize themselves with the safety information contained in this handbook. Remember that being prepared can save lives.

Tenant's Emergency Response Teams should develop evacuation plans for your suite and ensure all employees know where all exits for the premises and building, regardless of employee's location during an emergency.

This handbook should also be reviewed when new employees begin or any substantial changes to the plan, staff, or building /Tenant's premises occur. Building management recommends that each Tenant practice their emergency response plan.

### SAMPLE EMERGENCY KIT

It is recommended that you have, at minimum, the following items available labeled as First Aid/Emergency Supplies Kit in your Tenant space and familiarize your employees the location of these supplies.

| EMERGENCY KIT                           |                                                                       |
|-----------------------------------------|-----------------------------------------------------------------------|
| • First Aid Kit                         | • Rubber Gloves in case of blood                                      |
| • Cell phone and calling list           | • Bottle water                                                        |
| • Transistor radio with extra batteries | • Blanket                                                             |
| • Weather radio with extra batteries    | • Hat or vest to identify persons in charge                           |
| • Flashlights with extra batteries      | • Copy of Tenant Handbook and Company's Internal Emergency Procedures |
| • Heavy gloves in case of broken glass  |                                                                       |

### SAMPLE - TENANT EMERGENCY ACTION PLAN

It is the responsibility of each Tenant to have its own Emergency Plan & Procedures in place. We recommend that you update it and review it with staff, especially new hires, regularly and not less than annually. It is imperative that your staff be familiar with who is on your Tenant Emergency Response Team, including alternates, and the Building emergency exits including those alternates as their primary exit route may not be safe. Remember, BEING PREPARED can save lives.

#### AREAS TO BE COVERED SHOULD INCLUDE BUT NOT LIMITED TO

- Review the building recommendations for Emergency Procedures and Tenant Handbook regularly as information may change periodically.
- Create a Tenant's Emergency Response Team, and assign personnel to positions on including alternates.
  - Identify who will be the Tenant Warden - main point of contact with Building Management Office and First Responders. The Tenant Warden is the person to coordinate the evacuation of your premises and to ensure all employees, contractors, and guests have been evacuated safely.

- The Tenant Emergency Response Team should be familiar with emergency procedures and trained to ensure that your staff is full evacuated during severe weather, fire or other building emergencies.
  - » Identify Persons Requiring Assistance and assign an Assistant / Aide to this person(s) to assist in the safe evacuation during an emergency.
- Designate Safe Area of Refuge for staff, including alternates, whether for severe weather, building evacuation, or for your business continuity plan.
- Design a system of how staff will be accounted for once they reached their Safe Area of Refuge and how Tenant will communicate this information to First Responders.
  - Compile and maintain a list of your staff members and building management personnel's emergency telephone numbers and email addresses.
- Educate employees on where they can find company and/or building emergency communication information.
- Prepare a Business Continuity Plan in the event that your staff is unable to return to premises or resources, such as power, are limited.
- Train personnel on proper emergency procedures.
  - Maintain a bomb threat checklist.
- Have a first aid kit and AED kit within premises and assign personnel to oversee replenishing it on a regular basis.
  - Provide First Aid, CPR and AED training for personnel.
- Inspect premises for safety hazards regularly.

## TENANT EMERGENCY RESPONSE TEAM

Tenants should conduct in-house company training and emergency evacuation drills regularly. Tenants should assign individuals who are on the premises during regular business hours to their emergency response team.

These Tenant representatives should be individuals who are on the premises during regular business hours. Each member of the Emergency Response Team should be fully briefed on all emergency procedures and will direct fellow employees, contractors, and visitors in emergency situations. All members of the Emergency Response Team and alternates should be assigned suites / departments in advance to assure that an adequate number will be available to perform the assigned duties, should an emergency occur. Be sure all employees know who your Emergency Response Team members are and update them if there are changes in personnel.

## THE FOLLOWING SECTIONS CONTAIN DESCRIPTIONS OF RECOMMENDED POSITIONS FOR A TENANT'S EMERGENCY RESPONSE TEAM.

### TENANT WARDEN

#### FUNCTION

The function of Tenant Wardens are to coordinate and be responsible for immediately reporting any potential or actual emergency condition to the First Responders (Fire, Ambulance or Police Department), and building management, to be responsible for and implement an organized plan of evacuation if such a situation should ever arise, and to coordinate and communicate with other members of the building's emergency personnel and the Fire and Police Departments.

There should be one Tenant Warden Supervisor who oversees the entire Emergency Response Team and evacuation procedure. This person acts as the single point of contact receiving roll call status from responding Tenant Wardens and presenting this information to First Responders and building management. In addition, this person acts as the executive at the scene assuming responsibility for decisions regarding employee direction, facility re-entry and business continuity procedure during an emergency.

## DUTIES

- Develop, implement, and maintain a fire prevention program including educating company employees
- Appoints personnel to Tenant's Emergency Response Team and fills vacant position.
- Ensures all Emergency Response Team members are trained on company's emergency procedures.
- Know the location and use of all fire and emergency related equipment found on the floor or area that he/she is assigned.
- Be completely familiar with the building and floor layouts and exits, and company's designated meeting areas.
- Checks primary and secondary evacuation routes for safe exit.
- Oversees evacuation and distributes occupants evenly.
  - Also redirects evacuation route, if necessary.
- Safely lead their area personnel to designated meeting area
  - Consider displaying something that identifies your company for employees to recognize
- Maintains a current list of employees and contractors and achieve accountability for all occupants at safe area (perform a roll call).
- Maintains a current list of all temporarily and permanently disabled person(s).
- Main point of contact with First Responders, and building management.
  - If necessary, this person assigns someone to give the Tenant information in the emergency in as much detail as possible to First Responders and building's emergency personnel.

## AREA/DEPARTMENT WARDEN (SEARCHERS)

### FUNCTION

The function of Area/Department Wardens are primarily responsible for determining that all their employees, contractors, and visitors have safely evacuated the floor or building to the designated meeting area and communicate with the Fire and Police Departments. In addition, they should be responsible for immediately reporting any potential or actual emergency condition to the First Responders (Fire, Ambulance and Police Departments), building management and their company's Emergency Response Team.

### DUTIES

- Know the location and use of all fire and emergency related equipment found on the area that he/she is assigned.
- Be completely familiar with the building layouts and exits, and company's designated meeting areas.
- Check primary and secondary evacuation routes for safe exit
- Make sure that people are notified and are leaving the floor, if necessary, headed to a safe area.
- Checks all offices, cubicles, restrooms, conference rooms, storage/file rooms, kitchens, etc. to assure all people have vacated.
  - Use chalk or "Post It" notes to mark off each and every room searched.
- Evacuates visitors and non-employee occupants on where to evacuate and the Tenant's designated safe meeting area.
- Assist if necessary the shutdown of vital functions within assigned area.
- Once all personnel in their area / department are evacuated, they are to advise Tenant Wardens that their area is clear.
- Assist in the development, implementation and maintain a fire prevention program including educating company employees

## STAIR / ELEVATOR MONITOR

### FUNCTIONS

The functions of Stair / Elevator Monitor (if applicable) are to assist in the evacuation of employees, contractors, and visitors.

### DUTIES

- Know the location and use of all fire and emergency related equipment found on the floor or area that he/she is assigned.
- Be completely familiar with the building and floor layouts and exits, and company's designated meeting areas.
- Immediately check designated stairwell door for heat (remember to use back of hand), then stairwell for safety.
- Instructs personnel to form a single line along the right side (outside) of stairwell because First Responders may be using the left side (inside) of stairwell.
- Ensures occupants enter the stairs in calm and orderly fashion and directs employees to Tenants' designated safe meeting area.
- Assign someone to either stand post or continually check both passenger and freight elevator lobbies in order to prevent employees, contractors, and visitors from using the elevators during emergency.
- Assist in redirecting employees to alternate exit, if necessary.
- After evacuation complete, they should check to make sure all stairwell doors are closed.
- Assist in the development, implementation and maintain a fire prevention program including educating company employees.

## SPECIAL ASSISTANTS (AIDES) FOR PERSONS REQUIRING ASSISTANCE

### FUNCTION

The function of Special Assistants are to assist in the evacuation of Person Requiring Assistance (broken leg, pregnancy, physically challenged, blind, deaf or hearing impaired, heart condition, etc.). Person Requiring Assistance must be identified and considered prior to any emergency evacuation.

Persons not requiring or providing assistance will evacuate first. Persons requiring special assistance can then evacuate in an effort to avoid injury. If there is evidence of fire, persons requiring special assistance should be positioned near the emergency exit located farthest away from the fire. If fire conditions pose a personal threat, the Special Assistants will enter into the emergency stairwell accompanying the person requiring assistance and wait for help from the fire department. The Emergency Response Team members may assist in evacuating the person(s) requiring special assistance if danger is imminent and the fire department has not yet arrived. Please note that the fire department has control of the elevators thereby being able to efficiently assist and relocate the persons requiring assistance without creating blockage in the stairwell. It is helpful if these Special Assistants have radios or cell phones in order to communicate with building management, fire and police departments.

### DUTIES

- Know the location and use of all fire and emergency related equipment found on the floor or area that he/she is assigned.
- Be completely familiar with the building and floor layouts and exits, and company's designated meeting areas.
- There should be a minimum two (2) people assigned to assist an individual.
- Ensures person requiring assistance is relocated to the stairwell.
  - The Special Assistant waits until all occupants on the floor(s) have evacuated.

- One of the assistants is responsible for immediately reporting the location of the person requiring assistance.

## APPENDIX

- Tenant Certificate of Instruction
- Tenant Contact Information
- Site Plan
- Property Incident Report
- Contactor Rules and Regulations

## TENANT CERTIFICATE OF INSTRUCTION

I hereby certify that:

- I have received, read and understand the contents of the Tenant Emergency Handbook.
- I have instructed all employees in the specific emergency procedures.
- I have identified the location of emergency exits and firefighting equipment in the premises.

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Suite No: \_\_\_\_\_

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_

Company Fire Warden: \_\_\_\_\_

Emergency Contact Numbers: \_\_\_\_\_  
(Home) (Cell)

Assistant Fire Warden: \_\_\_\_\_

Emergency Contact Numbers: \_\_\_\_\_  
(Home) (Cell)

## Cenntennial Lakes Office Park Tenant Contact Form

Tenant Name: \_\_\_\_\_ Building Name: \_\_\_\_\_

### Daily Contact

#### Main

Contact Name: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

Contact E-mail: \_\_\_\_\_

#### Alternate

Contact Name: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

Contact E-mail: \_\_\_\_\_

### Accounting Contact

Contact Name: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

Contact E-mail: \_\_\_\_\_

Mailing Address:

\_\_\_\_\_

\_\_\_\_\_

### Alarm System

Does your space have an alarm system? \_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, please provide instructions below for access for janitorial services and emergencies:

### After-Hours Emergency Contacts

#### **Emergency Contact #1:**

Contact Name: \_\_\_\_\_

Contact Cell: \_\_\_\_\_

#### **Emergency Contact #3:**

Contact Name: \_\_\_\_\_

Contact Cell: \_\_\_\_\_

#### **Emergency Contact #2:**

Contact Name: \_\_\_\_\_

Contact Cell: \_\_\_\_\_

**PROPERTY INCIDENT REPORT****Date of Incident:** \_\_\_\_\_**Time:** \_\_\_\_\_**Property Address:** \_\_\_\_\_  
Street City State Zip**Person Affected:****Name:** \_\_\_\_\_**Address:** \_\_\_\_\_  
Street City State Zip**Phone No.:** \_\_\_\_\_  
Home: Work: Cell:**Description of Incident:**

Provide a complete description of the incident. Include weather factors, condition of area, type of shoes, any extenuation or irregular circumstances, contracted services involved, statements by the person(s) involved/affected, witness(es), and all other details which may be helpful. If necessary, use additional pages.

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**Action Taken:**

Describe action taken as a result of the incident (e.g., mopped up spill, posted warning signs, etc. ). If applicable, also include information regarding who provided first aid and/or to the treatment to the affected person(s).

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**Attachments:**

List any and all clarifying or backup attachments. Attachments can include medical invoices, correspondence, damage estimates, police reports, photos, videos, newspaper clippings, etc. Any attachments not available during the initial report, should be forwarded upon receipt to the Building Management Office.

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## **PROPERTY INCIDENT REPORT – Continued**

**Reported By:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Street City State Zip

Phone No.: \_\_\_\_\_

Home: Work: Cell:

**Witness:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Street City State Zip

Phone No.: \_\_\_\_\_

Home: Work: Cell:

**Witness:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Street City State Zip

Phone No.: \_\_\_\_\_

Home: Work: Cell:

**BUILDING MANAGEMENT Witness:**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Street City State Zip

Phone No.: \_\_\_\_\_

Home: Work: Cell:

**Send completed report and all available backup to the Building Management Office at:**

[molle.mcmonagle@cushwake.com](mailto:molle.mcmonagle@cushwake.com)

**Additional Comments:**

[illegible]

## **Centennial Lakes Office Park Construction Subcontractor/Vendor Protocol**

### **Deliveries**

1. Please arrange for all deliveries of construction materials prior to 8AM or after 5PM Monday through Friday or on anytime on weekends. Please use the loading dock entrance for deliveries and removal of materials/debris.

### **Please Note**

We do not want to have elevator pads up during the entire construction project, please arrange to have pads up only during deliveries or debris removal for the building. Please notify the management office if you need to leave them up for an extended period of time such as initial project start-up (gang boxes, tool carts, dollies, etc.).

### **Noise Restrictions**

1. All noisy related construction should be indicated on a construction schedule and given to the management office with at least 5 days prior notification.
2. Any noisy related construction that could disturb other tenants in the building should be completed prior to 7:30 AM or after 5 PM Monday-Friday or on weekends.

### **After Hours Access**

1. Access after-hours should be arranged with Project Manager
2. Please inform the property manager of any work to be performed after hours with at least 3 days prior notification, so building personnel can be instructed.

### **Common Area Finishes & Ceiling Tiles**

1. If tenant entrance(s) are being modified and common corridor finishes will be affected and some or all finishes are discontinued, please budget for and plan to replace the entire corridor (most of our common corridor wallcovering has been discontinued). Other finishes that could be affected include carpeting and ceiling tiles.
2. When patching a corridor with current wallcovering, replace wallcovering from door frame to door frame or a natural construction break so there are no dye lot issues.
3. Save all ceiling tile, wallcovering or carpet that can be saved and used on other projects.
4. Dispose of any common area finishes that can not be reused.

### **Tenant Finishes**

1. At the completion of any tenant improvement project all tenant finishes should be given to the tenant and it is their responsibility to store. If the tenant does not want any of the finishes they should be disposed of properly by the sub-contractor.
2. Any tenant finishes left in the building's common areas or storage areas will be thrown away by the building personnel.

**Centennial Lakes Office Park  
Construction Subcontractor/Vendor Protocol  
Page Two**

**Miscellaneous Procedures**

1. Please place all walk-off mats/plastic etc inside the construction premises. Nothing should be outside in the common corridor this includes plastic on carpeting.
2. Please seal off all HVAC vents, entrance ways and other openings prior to sheetrock installation and sanding.
3. Please provide one week notice to building management prior to the start of any common area construction in order that tenants and staff can be notified.
4. Common area maintenance, equipment and janitorial closets should be kept locked at all times.
5. All construction materials not used or left over should be taken away by the subcontractors or disposed of properly at completion of the project ie carpet glue, wallpaper paste, sheet rock.
6. All building standard materials left over or not used in a project should be saved if they can be reused or disposed of properly at completion of the project ie doors, door frames, door hardware.
7. Latch guards should be installed on all new suite entries.

**Move-In/Out**

1. All tenants should be directed to contact the management office to schedule a move in or out of the building.

All moves are required to take place after building hours, which are prior to 8AM or after 5 PM Monday through Friday or anytime on the weekends.