

TENANT HANDBOOK & EMERGENCY PROCEDURES

Northland Center



MANAGED BY:



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WELCOME

On behalf of KBS Realty Advisors and Cushman & Wakefield | NorthMarq, we would like to take this opportunity to welcome you to the Northland Center. 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 | NorthMarq is here to partner in 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 Northland Center is backed by the proven management services and staff of Cushman & Wakefield | NorthMarq, a leader in the real estate industry.

ABOUT US

Cushman & Wakefield | NorthMarq is a joint venture formed in September 2011 by NorthMarq Real Estate Services LLC and the Minnesota operations of global real estate services firm Cushman & Wakefield. By combining the talent of both organizations at the regional level with the global platform of Cushman & Wakefield, we offer clients the best combination of regional strength and global capabilities. The result: the leading commercial real estate firm by all measures in the Upper Midwest.

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 | NorthMarq manages more than 42 million sq. ft. of retail, industrial and office assets, completes more than \$1 billion in transactions annually and employs more than 450 professionals. Through its partnership with Cushman & Wakefield, the company 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.cushwakenm.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 and 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 | NorthMarq 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: 7:00 a.m. – 5:00 p.m.		
Contact Information	952-831-1001 After Hours Service Line		
RELEVANT PERSONNEL			
TITLE	NAME	PHONE	EMAIL
Sr. Property Manager	Joan Firnhaber	952-837-8510	joan.firnhaber@cushwakenm.com
Assistant Property Manager	Chrystal Seelhammer	952-346-4613	chrystal.seelhammer@cushwakenm.com
Operations Assistant	Krista Shantz	952-893-8886	krista.shantz@cushwakenm.com
Building Engineer		952-831-1001	service@cushwakenm.com
Property Accountant	Michelle Weed	952-837-8514	michelle.weed@cushwakenm.com
Leasing	Bill Rothstein	952-893-8214	bill.rothstein@cushwakenm.com
	Dan Wicker	952-893-8254	dan.wicker@cushwakenm.com
	Peter Fitzgerald	952-241-1111	peter.fitzgerald@cushwakenm.com
24/7 Maintenance		(952) 831-1001	service@cushwakenm.com
Building Maintenance	Jeffrey Barth	(952) 831-1001	service@cushwakenm.com

CONTACTING BUILDING MANAGEMENT

The Northland Center general mailbox is managed on a daily basis. All requests or questions regarding Northland Center can be sent to northlandcenter@cushwakenm.com.

We suggest that two employees be designated in your office to serve as a tenant and/or facilities contact person. This designated contact person(s) 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 this same person(s); including rental payments, insurance certificates, or leasing.

For ease of communication and efficiency of dispatch, property management maintains a 24hour/7days a week service line. Any service related requests are to be made through the service line by emailing service@cushwakenm.com or you may call 952-831-1001.

Another option is to utilize the website at <http://apppropertydirect.cushwakenm.com>. To request a log in and password for the website, simply email the operations assistant for your building with your contact information.

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 the building management to report the situation.

Cushman & Wakefield | NorthMarq 24-Hour Emergency Call Center: (952) 831-1001

BUILDING ACCESS

KEYS & LOCKS

At the time of delivery, tenants are provided a key and/or access card for their premises. All dispersed keys are the responsibility of the tenant. Tenants are **not** permitted to install or rekey locks, and we strongly encourage each tenant not to do so. Telephone and mechanical room keys will not be distributed to tenants. For security purposes, access to the rooms is granted by the building management. Whenever possible, please contact building management to request access at least 24 hours in advance; so in turn, we may make the appropriate arrangements.

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

Access to the building during the following listed business hours is unrestricted and open to the public. Access other than the building hours is limited to entry by access cards, which are available through building management.

BUILDING HOURS	
Monday – Friday	6:00 am – 7:00 pm
Saturday	7:00 am – 3:00 pm (Only plaza doors are open)
Sunday & Holidays	Closed

After-hour card readers are located at:

- 1st Floor 3500 East
- 1st Floor 3500 North
- 1st Floor 3600 North
- 1st Floor 3600 West
- Lower Level 3600 South
- Lower Level East Entrance between Isabella's and Ink Plus

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.

See the following sections for more details:

- Area Amenities & Resources
- Café/Dining Facility
- Communications – Building Website
- Community & Transportation
- Conference Rooms
- Elevators & Stairwells
- Energy & Environmental Conservation
- Exterior Grounds Maintenance (Landscaping Services)
- Farmer’s Market/CSA Deliveries
- Health & Fitness Center
 - Locker Rooms
- Heating, Ventilation & Air Conditioning (HVAC)
- Holidays
- Janitorial Services
 - Window Washing
- Mail & Couriers
- Maintenance Requests
 - Requesting a Work Order - Property Direct
- Parking & Parking Lot Maintenance
 - Snow Removal
 - Bicycle, Motorcycle, Scooter & Moped Parking
- Personal Appliances
- Pest Control
- Recycling & Trash
- Restrooms
- Property Protection
- Signage
- Smoking
- Utilities
 - Telephone, Cable, Antenna, & Dish
- Misc. Amenities & Services
 - ATM
 - Dry Cleaning
 - Events
 - First Aid/AED
 - Gift Shop
 - Hair Salon
 - Lost & Found
 - Picnic Tables/Benches
 - Storage
 - WiFi
 - Shoe Repair
 - UPS & FedEx drop box
 - Ink Toner & Print Sales
 - Shoe Repair
 - UPS & FedEx Drop Box
 - Ink/Toner & Printer Sales
 - Bocce Ball

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.



- 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 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 cooler during warmer summer months. Dress in layers.
- 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.

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 the service line, 952-831-1001.

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 lots/ramps, drive and fire lanes, loading dock/garage entrances, 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 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 the service line, 952-831-1001 so it is addresses as soon as possible.

See Section "Emergency Procedures: Severe Weather - Winter Weather".

FARMER'S MARKET/CSA DELIVERIES

Northland Center host's a Farmer's Market and CSA (Community Supported Agriculture) Farm Delivery. The Farmer's market typically runs from June – September (depending on each season) every Wednesday on the Plaza (weather permitting). They have a wide variety of fruits and vegetables including strawberries, raspberries, tomatoes, potatoes, onions, peppers and more.



HEALTH & FITNESS CENTER

The Fitness Center and Locker Rooms are located concourse level of the 3600 building and are available to all Tenants and their employees. The Fitness Center is equipped with a variety of machines and accessories including the following:

- Fitness on Demand – Video Link
- Treadmills
- Ellipticals
- Stationary Bikes
- Stair Climber
- Weight Machine
- Free Weights
- Weight Benches
- Stability/Exercise Balls
- Mats - Stretching
- Group Exercise Classes
- Showers

The Fitness Center's hours are Monday – Friday 5:00 am – 8:00 pm and Saturdays - 7:00 am – 3:00 pm.

LOCKER ROOMS

Men's and Women's Locker Rooms are available during fitness center hours. Each room has shower stalls. Lockers are available on a first-come, first-served basis and are for daily use. Items left overnight are subject to removal and disposal. "Lost and Found" items may be turned in by calling the service line at 952-831-1001 for pick up. Each tenant/employee must supply their own locks to secure their belongings. Personal items may not be left overnight in the fitness center, locker rooms, or inside the individual lockers. The Landlord, building management, janitorial and guard staff are not responsible for damaged, stolen or lost items.

Fitness Center Waivers are available by contacting northlandcenter@cushwakenm.com. Please allow up to 5 business days to process.

HEATING, VENTILATION & AIR CONDITIONING (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 or service@cushwakenm.com for the most efficient method of tracking your service requests. You may also call them at or at 952-831-1001.

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 to their high energy consumption, fire hazard, price of equipment 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. If an engineer responds to a HVAC call as a result of such heaters or adjustments, a service call may be applicable and assessed to the Tenant. 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.

To request, additional HVAC services, please contact building management.

BUSINESS HOURS FOR BUILDING HVAC	
Monday – Friday	6:00 am – 7:00 pm
Saturday	7:00 am – 3:00 pm
Sunday & Holidays	Closed

HOLIDAYS

The building will be closed on holidays; however access is still available by your Building 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. Please see the “Service Request – Billing” document located in the Appendix for the current list of charges.

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 object 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 counters 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 inside once annually, usually scheduled for late spring. Exterior side is cleaned semi-annually, once again during the late spring and again in the fall. The notification of this service will be sent to you in advance of the work.

HOLIDAY SCHEDULE			
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

3500/3600 American Blvd W., Suite XXX

Bloomington, MN 55431

UNITED STATES POSTAL SERVICES (USPS)

Daily mail will be delivered and picked up by the USPS' carrier in each tenant's suite. Each tenant is responsible to notify the postal service of their change of address.

An USPS collection box is provided for your convenience and is located on the concourse level of the 3500 building. The mail is collected at 4:30 p.m. each weekday, Monday-Friday. No pick-up is available Saturday and Sunday or Holidays observed by the post office.

For additional information relating to postal service, please contact the Thomas Burnett Branch - United States Post Office at 952-884-3698. The Thomas Burnett Post Office is located at 6101 W. Old Shakopee Road, Bloomington, MN 55438.

FEDERAL EXPRESS (FEDEX)

A FedEx collection box provided for your convenience is located on the Concourse Level of the 3500 building. The scheduled pick-up time is 6:30 pm Monday through Friday.

UPS

A UPS collection box provided for your convenience is located on the Concourse Level of the 3600 building. The scheduled pick-up time is 6:30 pm Monday through Friday.

MAINTENANCE REQUESTS

Maintenance of the building and site is performed by 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. Please do not assume that another tenant has reported the issue.

Tenant shall, at its sole cost and expense, keep and maintain all parts of the premises, except those items listed as Landlord responsibilities, in good and sanitary condition, promptly making all necessary repairs and replacements, all parts of the interior premises and the fixtures and equipment therein, including but not limited to the following:

Each tenant should review their lease for a list of items that they are responsible for per the 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, the building management must be notified, in advance, of the work being completed. All vendors need to provide the 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, other tenants' premises or roof, if applicable.

REQUESTING A WORK ORDER

For all routine service requests, such as items regarding exterior parking lot lighting or roof leak, please use the web-based work order system, Property Direct, to place a request for service. To get started, simply log into <http://apppropertydirect.cushwakenm.com>, enter your username and password. If you do not have an account please send a request to service@cushwakenm.com

Cushman & Wakefield | NorthMarq service dispatch team will forward the service request to a building engineer promptly after it is received.

To ensure an accurate response, please supply the following information:

- Full name
- Building and suite number
- Company name
- Telephone number
- Message containing the description of the requested service

You may also request service by e-mail at service@cushwakenm.com or phone at 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. To ensure the most convenient and accessible parking is available for customers, building management may require all employees park in a designated employee parking area.

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
- Parking ramp - clearance height and weight restrictions
- Reserved and visitor spaces as specified

Violators may be ticketed and towed at the vehicle owner's expense. Overnight parking is permitted only with advances written approval from Property Manager; please contact the property management department to complete an extended parking form. You may also submit an extended parking form on Property Direct, <http://apppropertydirect.cushwakenm.com>.

If you suspect a vehicle is not operable or has been abandoned, please contact service@cushwakenm.com

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, striping or snow removal services.

EXECUTIVE GARAGE/RESERVED PARKING STALLS

Four underground, climate controlled garages are 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 serve basis and upon execution of a short term 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 without approval from Property Manager. 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.

BICYCLE RACKS

Bicycle racks are located in the lower level of the parking ramp, near the parking ramp's enclosed stair tower (North side) and by ATM exit. Please see the "*Site Plan – Parking Lot: Ramp Lower Level*" located in the Appendix, and by the ATM exit.

For the convenience of those who choose to commute to work via bicycle, the building is also equipped with a locker and shower facilities for your use upon signing a waiver of liability. Please see Section titled "Health & Fitness Center" for more details.

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. Please refer to Section 31 of the "Building Rules and Regulations" for more information.

Staff routinely patrols the building's parking lot, ramp and garages to monitor for adherence to these policies. Tickets may be issued for parking in a restricted zone, abandoned vehicle, unauthorized overnight parking, or incorrectly parked between defined lines of a parking stall. Fines are not issued with tickets, but are recorded and maintained by building management. A parking violation sticker is placed on the car.

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.

Building management has contracted with the following towing company. For information regarding your towed vehicle, fees or procedures, contact:

Chief's Towing
 Phone: 952-888-2201
 Website: www.chiefstowing.com

PEST CONTROL

Building management coordinates the pest control services for the building and property with a contracted vendor. This vendor performs schedule preventive services for the building common areas and property grounds, utilizing an Integrated Pest Management (IPM) plan and practices to maintain the Building's compliance with LEED certification.

An IPM plan manages indoor pests in a way that protects human health and the surrounding environment through the most effective, least-risk 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:

- Monthly 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
- Advance notice of not less than 72 hours to Tenants before a pesticide is used under normal conditions and 24 hours after application of a pesticide in an emergency
- 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 the building management office. Tenant's assistance in identifying possible pest activity is crucial to the ongoing success of the building's IPM plan.

See Building Rules & Regulations, Section 28, regarding infestation of a Tenant's leased premises.

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

WILDLIFE

Building management asks that while Tenants and their employees enjoy the up close view of nature the building sometimes offers, that each person should respect the course of nature and look, but do not touch. Feeding, leaving food or water for, or otherwise inviting the return of wild animals can have

unforeseen effects on the building such as attracting other pests, (e.g. mice, ticks, predators, etc.)

If an injured or sick animal is seen, please report the situation to building Security or Building management. Do not attempt to rescue or care for a wild animal. Per the Minnesota Department of Natural Resources: *An unlicensed citizen may NOT attempt to rehabilitate an animal on their own. It is also unlawful to possess or transport injured wildlife for greater than 24 hours unless permitted to do so. Citizens should volunteer or partner with rehabilitation permit holders in order to transport orphaned, sick, or injured wild animal(s) (Rule 6244.0400).*

For further information on wildlife rehabilitation, contact the Minnesota Department of Natural Resources: <http://www.dnr.state.mn.us/eco/nongame/index.html> or (651) 296-6157.

BIRDS

Most birds migrate at night and can be drawn off course by tall, lighted structures in their flight path; and many birds are killed or injured in collisions with buildings because they have a difficult time seeing glass, even at night when reflections are minimal.

WINDOW COLLISION PREVENTION TIPS

- Close blinds or keeping them partially closed to minimize reflections. Angled appropriately, these can still provide plenty of light and a modified view while being safer for the birds.
- Move plants away from windows. Birds may view them as shelter or food and try to perch on them. Instead, position plants where they cannot be seen from outside.
- Minimize nighttime illumination by turning lights off when not needed or ensure lights are off at the end of business day.
- Use motion sensors to avoid steady-burning lights, and timers to ensure that lights aren't left on longer than necessary. Tenants should look at how premises are lit and see if additional light switches should be installed in order to downsize large area of lit space.

PETS IN BUILDING

Please be aware that personal pets and other animals are **not allowed** in either of the Northland Center buildings. Service dogs are allowed.

RECYCLING & TRASH

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

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 24-Hour Service Line at service@cushwakenm.com or 952-831-1001.

Please help maintain our recycling program by educating your employees on the program and what is acceptable. Please see the “Recycling – Comingled” 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 service line as there may or may not be a janitorial charge to remove them.

Large items, such as electronic equipment, furniture and batteries, may not be disposed of in the standard waste removal. 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 in addition to removal fees to the Tenant. See the Bloomington Resources Guide on Property Direct. Northland Center annually hosts an E-Waste Recycling event, which takes place on or near Earth Day. Check with property management for more details.

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
- 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.*)
- Juice boxes, milk cartons, paper cartons
- Plastic Silverware

NO!

DO NOT RECYCLE THESE ITEMS!

- No Garbage
- No Food Waste
- No Food tainted items (*used paper plates, towels, napkins*)
- No Pizza Boxes
- No Egg cartons
- No Ice cream cartons
- No Freezer packages (*lean cuisine, etc.*)
- No aluminum foil
- No Styrofoam (*including packing peanuts, cups, plates*)
- No aerosol cans, helium tanks
- No Batteries
- No CD's

RESTROOMS

The building restrooms are located on each floor of the building with one on each floor of the building. Water fountains are located next to the entrance to each set up restrooms. Some restrooms are located within a Tenant's lease premises and are not available the general public. Common area restrooms and water fountains, available to the general public, are located on the lower level and first floor of the building.

Building management coordinates the janitorial services for daily and nightly cleaning and restocking of supplies in the building's restrooms and locker rooms. The janitorial company adheres to Green Cleaning performance standards and practices to maintain the building's compliance with LEED certification.

The building's restroom fixtures, faucets, urinals and toilets are "low flow" reducing water waste and lowering operating costs.

REMINDER - Do not flush excessive toilet paper, paper towels or feminine products 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. For the convenience of our tenants, sanitary disposal bags are for use.

If you should find the restrooms in need of supplies, unclean or in need of repair, please notify building management by placing a work order via Property Direct or contact our service line, so the necessary action may be promptly scheduled.

ADA/PUBLIC ACCESSIBLE RESTROOM

The building's publicly accessible ADA restrooms are located on the lower level. A sign indicating location of these restrooms is posted at the security desk in the lobby, as well as a handicap sticker is posted on the applicable restroom signage.

GREEN CLEANING & SUSTAINABLE PRACTICES

Green Cleaning focuses on products, tools, equipment, training, processes and policies that promote a healthier environment for the building's occupants while significantly reducing the harm done to the environment. Green Cleaning also preserves the building's and Tenant's finishes because green products are less harsh than traditional products. They use environmentally preferable products and sustainable procedures following the requirements of the U.S. Green Building Council, Green Seal, Environmental Protection Agency, and Carpet and Rug Institute.

In addition, the restrooms are stocked with LEED qualified Green paper products that help reduce waste and lower operating costs, such as coreless toilet paper, coreless paper towels, foam soap and hand lotion. The dispensers have a number of indicator lights to alert the janitorial and building staff of low stock, jammed dispenser or low batteries. A red indicator light does not necessarily mean the dispenser is out of product or broken, but that it may need refilling or attention soon.

The building's janitorial staff, dispensers and Tenants play an important role to ensure minimal waste is thrown away by properly utilizing the products and dispensers. Here's how:

- **Soap Dispensers** - Foam soap is used in lieu of liquid soap, reducing waste and operating costs.

- **Lotion and Kleenex** are available in each restroom.



PROPERTY PROTECTION

Building management contracts with a guard service to provide an on-site guard after normal business hours and on observed holidays.

Guards patrol this facility on a rotating basis and monitor the building cameras, entrances, and grounds. Security patrols, including the times and path of travel throughout the building and property, are subject to change with or without notice to Tenants.

GUARD'S ENTRY INTO TENANT PREMISES

All Tenants are required to complete a “*Building Security Response Form*”. This form provides building management the authorization and direction to follow when a suite door(s) are found unlocked or suspicious circumstances are encountered by the staff. Otherwise, building management will notify Tenant or their designated after-hours employee(s) of the situation prior to entering the premises to investigate or locking an open door.

The “*Building Security Response Form*” can be located in Appendix and should be immediately returned to building management so proper arrangements for access and response may be made with staff.

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 Bloomington Police Department (952-463-4900)** and then advise building management, by calling the 24-Hour Service Line. Building management urges you to treat your suite and the common areas of the building as you would your home with due respect to security procedures.
- 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 the 24-Hour Service line and report solicitors immediately.

***Report anyone or anything that does not appear normal.
“IF you see something, say something”.***

ALCOHOL BEVERAGES

Alcoholic beverages are not permitted in conference rooms or any other common areas of the building, without prior authorization and written approval from the Landlord. Please allow a minimum of 5 business days for Landlord to review and approve Tenant’s request. In addition, Landlord may require a license agreement be executed between parties and all legal costs, both Tenant and Landlord, may be the responsibility of the Tenant.

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

In addition, 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. (Per Section 17 of the “Building Rules and & Regulations”)

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.

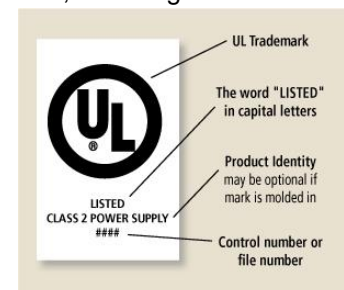
If Tenant elects to install these items, they are only permitted within designated kitchen or coffee stations. They are not permitted within any private offices, cubicles, and work or storage areas.

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, silk-screened or molded into a product, it needs to contain the following four design elements to be verified as legitimate:



- The UL trademark: the letters “UL” arranged diagonally (descending left to right) 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 capital letters: LISTED.
 - NOT “Approved” or “Pending”
- A 4-character alphanumeric control number or a 4 to 6- digit issue number. In the case of the issue number, it may or may not be preceded by the phrase “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.

BUILDING RULES & REGULATIONS

Please note “Rules and Regulations” may be specific to your lease so it is necessary to refer to it for direction.

The following Building Rules and Regulations have been established to provide a safe and well-maintained business environment for all tenants. For the purpose of these Rules and Regulations, the term “Tenant” shall include Tenant and Tenant’s employees, agents, contractors, licensees, visitors, and invitees.

1. Canvassing, soliciting and peddling in the building are prohibited and each Tenant shall cooperate in seeking their prevention. Tenant shall not make any room-to-room canvas to solicit business from other tenants in the building and shall not exhibit, sell or offer to sell, use, rent or exchange any item or services in or from the premises unless ordinarily included within Tenant’s use of the premises as specified in the Lease.
2. Tenant shall not make any use of the premises which may be dangerous to person or building or which shall increase the cost of insurance or require additional insurance coverage.
3. 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.
4. Tenant shall not use the name of the building or other tenants in the building in advertising or other publicity, except as the address of its business, and shall not use pictures of the building in advertising or publicity.
5. Tenant shall not obstruct or place objects on or in landscape areas, sidewalks, entrances, passages, courts, balcony, corridors, vestibules, halls, elevators and stairways in and about the building and property. Tenant shall not place objects against glass partitions or doors or windows (including interior atrium windows) or adjacent to any open common space which would be unsightly from the building corridors and atrium or from the exterior of the building. Tenant shall not swept or thrown debris or objects into corridors, halls, elevator shafts, restrooms, loading dock area, stairways or other parts of the public area.
6. Bicycles shall not be permitted in the building other than in locations designated by Landlord.
7. Tenant shall not allow any birds, fish or any animals, other than seeing-eye dogs or service animals, in the premises or the building.

8. Tenant shall not disturb other tenants or make excessive noises, cause disturbances, create excessive vibrations, odors or noxious fumes or use or operate any electrical or electronic devices or other devices that emit excessive sound waves or are dangerous to other tenants of the building or that would interfere with the operation of any device or equipment or radio or television broadcasting or reception from or within the building or elsewhere, and shall not place or install any projections, antennae, aerials or similar devices outside of the building or the premises.
9. Except as otherwise provided in the Lease, Tenant shall not install any signal, communication, alarm or other utility or service system or equipment without the prior written consent of Landlord. If Tenant desires to introduce electrical, signaling, telegraphic, telephonic, protective alarm or other wires, apparatus or devices, Landlord shall direct where and how the same are to be placed, and except as so directed, no installation, boring or cutting shall be permitted unless approved by Landlord. Landlord shall have the right to prevent and to cut off the transmission of excessive or dangerous current of electricity or annoyances into or through the building or the premises and to require the changing of wiring connections or layout at Tenant's expense, to the extent that Landlord may deem necessary, and further to require compliance with such reasonable rules as Landlord may establish relating thereto, and in the event of non-compliance with the requirements or rules, Landlord shall have the right immediately to cut wiring or to do what it considers necessary to remove the danger, annoyance or electrical interference with apparatus in any part of the building. All wires installed by Tenant must be clearly tagged at the distributing boards and junction boxes and elsewhere where required by Landlord, with the number of the premises to which said wires lead, the purpose for which the wires respectively are used, together with the name and contact information of the concerned, if any, operating same.
10. Nothing shall be attached to the outside of walls, windows or building exterior.
11. Landlord shall have no responsibility or liability for any theft, robbery or other crime in the building. Tenant shall assume full responsibility for protecting the premises, including keeping all doors to the premises locked after the close of business.
12. Tenant shall not place weights anywhere beyond the safe carrying capacity of the building; and Tenant shall obtain Landlord's prior written approval as to size, maximum weight, routing and location of business machines, safes, fire files and heavy objects. Tenant shall not install or operate machinery or any mechanical devices of a nature not directly related to Tenant's ordinary use of the Premises.
13. With respect to work being performed by a Tenant in its premise with the approval of Landlord, the Tenant shall refer all contractors, contractors' representatives and installations technicians to the building manager for its supervision, approval and control prior to the performance of any work or services. This provision shall apply to all work performed in the building including HVAC equipment. Landlord requires a copy of Tenant's contractors' current insurance certificate listing Landlord and building manager, if applicable, as additional insured and at the coverage amounts as reasonably determined by Landlord prior to the performance of any work or services. (See section titled "Insurance Requirements – Vendor")
14. Tenant shall not use the premises for lodging, 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) or manufacturing or selling any alcoholic beverages or for any illegal purposes. 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.
15. In no event shall Tenant bring into the building inflammables such as gasoline, kerosene, propane, naphtha and benzene, or explosives or firearms or any other articles of an intrinsically dangerous nature.

16. Tenant shall not cover, or in any way tamper with smoke detectors, carbon monoxide detectors, pull stations, horn/strobe devices, sprinkler heads or pipes, or fire extinguishers. Tenant shall comply with all safety, fire protection and evacuation procedures and Fire/Life Safety regulations established by Landlord or any governmental agency.
17. Tenant shall cooperate and participate in all reasonable security programs affecting the building.
18. Tenant shall not go onto the roof of the building or any other non-public areas of the building (except the premises), and Landlord reserves all rights to control the public and non-public areas of the building. In no event shall Tenant have access to any electrical, telephone, plumbing or other mechanical closets without Landlord's prior written consent.
19. Tenant shall comply with any move-in/move-out rules provided by Landlord. (See section titled "Move In – Move Out")
20. Tenant shall not use the passenger elevator or other areas of the building except in accordance with regulations of their use established by Landlord. Licensed commercial movers must make all deliveries of furniture, freight, office equipment, or other materials for receipt by a Tenant via the freight elevator of the building. However, prior approval must be obtained from building management for any deliveries that might interfere with free movement of others through the public corridors of the building. In the delivery or receipt of merchandise, freight or other matter, only hand trucks or other means of conveyance equipped with rubber tires, rubber side guards and such other safeguards as Landlord may require shall be used in order to protect the finishes of the building. Tenant will be responsible for any damages caused to the building and/or property because of their deliveries.
21. Tenant shall not dispose of any foreign substances in the toilets, urinals, sinks or other washroom facilities, nor shall Tenant permit such items to be use other than for their intended purposes. Depositing excess toilet paper, coffee grounds, food, grease, or other substances in sinks, toilets, drains, or other plumbing fixtures can cause damages and repair charges. Tenant shall be liable for all damage as a result of a violation of this rule.
22. No material shall be placed in the building dumpsters or receptacles unless such material may be disposed of in the ordinary and customary manner of removing and disposing of trash, garbage or recycling and will not result in a violation of any laws governing such disposal. Tenant shall pay to Landlord on demand any costs incurred by Landlord for fees incurred.
23. Smoking and e-cigarettes are prohibited within the building, including Tenant's premises and within forty (40) feet from the main entrance to the building. Smoking is only permitted in areas designated by building management.
24. If the Tenant's premises become infested with vermin, Tenant, at its sole cost and expense, shall cause its premises to be exterminated, from time to time, to the satisfaction of the Landlord, and shall employ such exterminators therefore as shall be approved by Landlord.
25. Please refer to your lease regarding the prohibition of any auction, fire, bankruptcy or selling-out sales being conducted on or about the premises without the prior written consent of Landlord.
26. Tenant shall not permit picketing or other union activity involving its employees in the building or on-site except in those locations and subject to time and other limitations as to which Landlord may give prior written consent.

27. Tenant shall comply with all parking regulations promulgated by Landlord from time to time for the orderly use of the vehicle parking area, including without limitation the following: Parking shall be limited to automobiles, passenger or equivalent vans, motorcycles, light four wheel pickup trucks and (in designated areas) bicycles. No vehicles shall be left in the parking lot overnight without Landlord's prior written approval. Parked vehicles shall not be used for vending or any other business or other activity while parked in the parking areas. Employee and Tenant vehicles shall not be parked in spaces marked for visitor parking or other specific use. Tenant shall cooperate with Landlord in any measure implemented by Landlord to control abuse of the parking areas, including without limitation access control programs, Tenant and guest vehicle identification programs and validated parking programs, if applicable, provided that no such validated parking program shall result in Tenant being charged for spaces to which it has a right to free use under its Lease. Each vehicle owner shall promptly respond to any sounding vehicle alarm or horn, and failure to do so may result in temporary or permanent exclusion of such vehicle from the parking areas. Tenant and any Employee shall observe and comply with the driving and parking signs and markers on the building /property. Any vehicle which violates the parking regulations may be cited, towed at the expense of the owner, temporarily or permanently excluded from the parking areas, or subject to other lawful consequences.
28. Tenant shall cause all of Tenant's agents, contractors, and guests to comply with these Building Rules.
29. Landlord reserves the right to rescind, suspend or modify any rules or regulations and to make such other rules and regulations as, in Landlord's reasonable judgment may from time to time be needed for the safety, protection, care, maintenance, operation and cleanliness of the building. Notice of any action by Landlord referred to in this section, given to Tenant, shall have the same force and effect as if originally made a part of the foregoing Lease. New rules or regulations will not, however, be unreasonably inconsistent with the proper and rightful enjoyment of the premises by Tenant under the Lease.
30. These Building Rules and Regulations are not intended to give Tenant any rights or claims in the event Landlord does not enforce any of them against any other tenants or if Landlord does not have the right to enforce them against any other tenants and such no enforcement will not constitute a waiver as to Tenant.

SIGNAGE

Each tenant is provided, upon move in, with an initial building standard suite sign and signage on the electric lobby directory. All signage must conform to the building standards. Changes to existing or replacement signage are subject to additional charges.

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
 Company Logo in **EPS** or **AI** format

Lobby Signage: Company or Firm Name
 Suite Number
 Additional listings
 Company Statement
 Company Logo in **PDF** or **JPG** format

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 four (4) 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 on the east and west corner, along American Blvd. West, is limited for the number of listings. Plaza and small monument signage may also be available. Please contact building management with any questions.

Signage placed on the building exterior, parking ramps, and property is limited and requires a permit by the City of Bloomington and must be approved by Landlord. 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. In addition, smoking is not permitted within 40 feet for the building's main entrances.

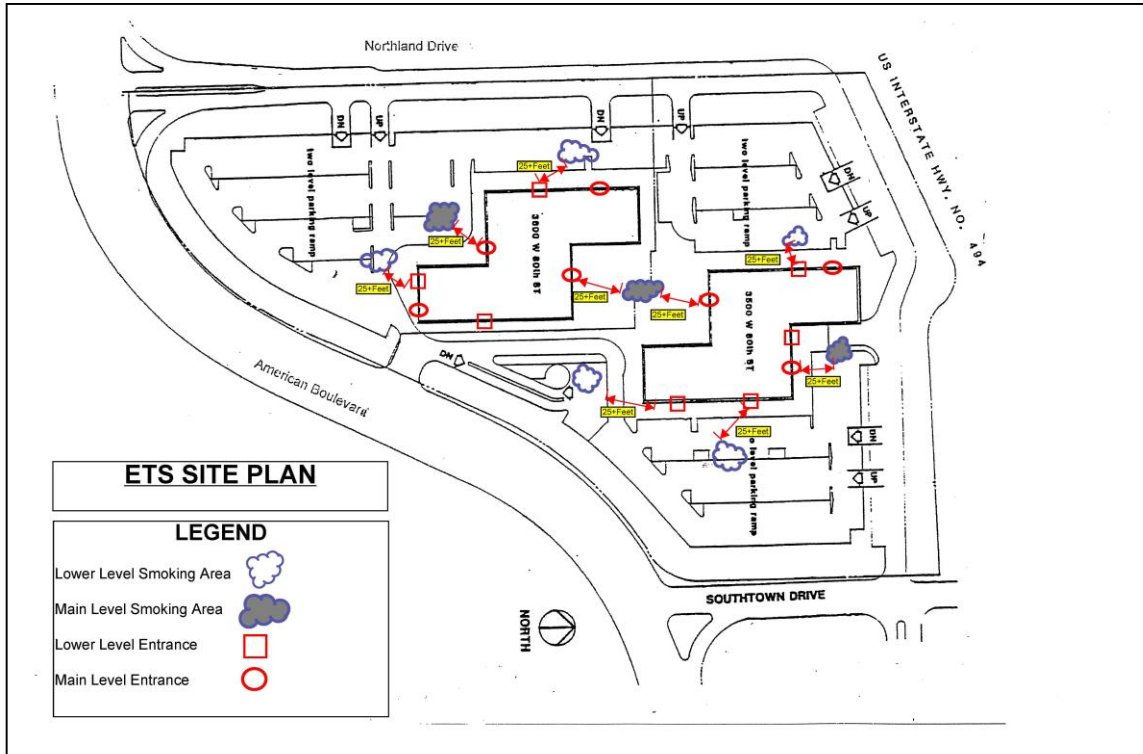
A designated area for smoking is shown on the map below, on the north side of the building next to the stairwell entrance. A container for ashes and cigarette butts is mounted on wall. See map below.

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. There are many people who are not aware of electronic cigarettes, or have concerns over their use in public areas.

See the map below for designated areas and all areas of smoking must be 40 feet from the building at all times.



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:

Century Link Telephone: 877-744-4416

Eventis Phone and Internet: 855-368-3684

Comcast Phone, Cable TV and Internet: 1-800-934-6489

Tenant is responsible for arranging to have the above service(s) distributed from the buildings demark room and/or roof to their premises. You may choose a vendor(s) of your choice. See “*Contractor Rules and Regulations*” listed in the Appendix.

If your vendor is not listed above, then notify building management to verify if vendor’s equipment may be installed in buildings 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

ATM

An ATM machine is on the concourse level by Isabella’s and Ink Plus. This ATM will accept a wide variety of cards for withdrawal; no deposits are accepted at this location.

Please note that ATM vendor, UTB Enterprises, may charge a fee to cardholder for each cash withdrawal. This fee is added to the amount of your withdrawal and is in addition to fees that may be charged by the cardholder's financial institution.

To report operation problems or suspicious activity, please contact the Property Management department. All correspondence should reference the ATM located at Northland Center, Bloomington, MN.

DRY CLEANING

Dry cleaning is available at Northland Gift Shop.

BOBBY AND STEVE'S AUTO WORLD – NORTHLAND CENTER

Oil Change for \$19.95 (+ tax & epa) (Subject to change)

- Check all fluid levels
- 14 point vehicle inspection
- Free car wash
- Free vehicle pick up & delivery
- 10% discount on service labor for any repairs

Have your vehicle serviced while you are at work! Call 952-831-8833

EVENTS – TENANT & COMMUNITY

Building management coordinates and hosts a variety of Tenant events and communications to establish and maintain a feeling of community for the building Tenants. Past events have included charitable events, such as Blood Drives, Food, School Supply, Clothing, and Holiday Gift Drives; Earth Day/ Week events spotlighting sustainable practices; Lunch & Learn seminars focusing on building and emergency procedures; and Tenant Appreciation & Holiday Social events.

Many of these events are recurring on either a quarterly or annual basis, but may be subject to change or cancellation. This information will be sent out via mass communication to the building and can also be found on Property Direct. You can also email northlandcenter@cushwakenm.com to find out more details.

If you have a suggestion for an event at Northland Center please contact the property management office at northlandcenter@cushwakenm.com.

FIRST AID / AED

The building is equipped with an Automated External Defibrillator (AED) and First Aid Kit. Tenants are strongly recommended to prepare their premises and staff for emergencies, including a stocked First Aid kit and other applicable medical and emergency supplies. See Section "Emergency Procedures & Contacts", including subsection "Medical" for further details, instructions and recommended procedures.

GIFT SHOP

Northland Gifts is located on the concourse level. The gift shop offers or can coordinate such amenities as dry cleaning, snacks, candy, drinks, balloons, shoe shining and repair services, books and magazines, greeting cards and stamps for *CASH ONLY*.

Hours:..... Monday through Friday 7:30 a.m. to 3:00 p.m.
Telephone:..... (952) 835-5694

HAIR SALON

The Style Gallery is a full-service salon for men and women, specializing in hair. They also sell a wide variety of salon products. They are located on the concourse level. You may schedule an appointment online by following this link:

<http://www.genbook.com/bookings/slot/reservation/30106287>.

Hours:.....	Monday – Thursday	9:00 am – 8:00 pm
	Friday	9:00 am – 9:00 pm
	Saturday	9:00 am – 5:00 pm

Telephone: (952) 835-4462

Website: www.stylegalleriesalon.com

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”. Please contact the 24-Hour Service Line to turn in found item(s).

INK & TONER

Purchase new and refurbished toners and ink cartridges at Ink Plus located on the concourse level. Drop off your used toner & ink cartridges for free recycling.

PICNIC TABLES

The property grounds have picnic tables located on the North side of the 3500 building. Please help keep these areas clean and tidy.

BOCCE BALL COURT

Available seasonally and bocce balls are stored on the court. Court is available on first come basis.

STORAGE

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

WIFI

The building is equipped with wireless internet (Wi-Fi) connections available at no charge for Tenant's use. The areas with signal available are on the concourse level, common area, conference rooms, Health Fitness Center, and Isabella's café and Northland Gift. You can connect using northlandcenter for the username and password.

As this is a shared amenity, these public "hotspot" 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.

CONFERENCE ROOMS

Team Conference Room

- If combined with the Excellence Conference Room it can accommodate up to 90 people

Excellence Conference Room

- If combined with the Team Conference Room it can accommodate up to 90 people

Vision Conference Room

- Accommodates up to 25 people

Conference rooms are available 7 AM to 5 PM weekdays, but can be reserved outside of these time frames by contacting property management. Reservations can be made up to 90 days in advance. To allow for equitable use, there will be no exceptions to this period of advance booking.

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 on or before the 1st of each month 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: **GKII Northland Center, LLC** and are mailed to:

**GKII Northland Center, LLC
KBS/GK Fund II LP
PO Box 85664
Minneapolis, MN 55485-6664**

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

Please notify building management at least fifteen (15) 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 5 business days.

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, including removal of boxes 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.

Tenant is also responsible for ensuring that management has received a certificate of insurance from the moving company prior to the move beginning. The certificate should include the following language:

CERTIFICATE HOLDER

GKII Northland Center, LLC
c/o NorthMarq Real Estate Services LLC
3500 American Blvd W. Suite 200
Bloomington, MN 55431

THE CERTIFICATE SHOULD INCLUDE, AS ADDITIONAL INSURED, AS FOLLOWS:

GKII Northland Center, LLC
and

NorthMarq Real Estate Services LLC, a Minnesota limited liability company, and its affiliates are included.

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

In order to assist in this process and become a registered Tenant with myCOI, you will need to register. The registration process will take less than five minutes. Go to the myCOI website at <http://www.mycoitracking.com/>. You will be asked to provide your contact information as well as your insurance agent's contact information. If you prefer to work with myCOI directly, you may indicate and provide just your own contact information.

To assist with your registration for myCOI and, if needed, Cushman & Wakefield/NorthMarq is able to provide you with a copy of your current certificate of insurance that we have on record, email vendormgmt@cushwakenm.com. Be sure to note 'Tenant COI Request' in the subject line and include your contact information, building name and suite number.

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 **before they will be allowed on site**. This certificate must have additional insured language that reads exactly as stated below:

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

- Landlord: GKII Northland Center, LLC
620 Newport Center Drive
Suite 1300
Newport Beach, CA 92660
- Building Management: NorthMarq Real Estate Services LLC, 3500 American Blvd. W. Ste. 200, Bloomington, MN 55431.

Please list the certificate holder as NorthMarq Real Estate Services LLC and mail to the following address:

Northland Center

**c/oNorthMarq Real Estate Services LLC
3500 American Blvd. W., Suite 200
Bloomington, MN 55431**

OR email northlandcenter@cushwakenm.com

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.

SAMPLE CERTIFICATE OF INSURANCE



CERTIFICATE OF LIABILITY INSURANCE

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME:	
	PHONE (A/C No. Ext):	FAX (A/C No.):
	E-MAIL:	
	ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	NAIC #
INSURED	INSURER A:	
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** 15-16 Cert Standard **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL SUBROGATION (INSR / WVD)	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY					EACH OCCURRENCE \$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY					DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR					MED EXP (Any one person) \$ 10,000
	GEN'L AGGREGATE LIMIT APPLIES PER:					
	<input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC					GENERAL AGGREGATE \$ 2,000,000
						PRODUCTS - COMP/OP AGG \$ 2,000,000
						\$
A	AUTOMOBILE LIABILITY					COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO					BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS	<input type="checkbox"/> SCHEDULED AUTOS				BODILY INJURY (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS	<input type="checkbox"/> NON-OWNED AUTOS				PROPERTY DAMAGE (Per accident) \$
						\$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB	<input checked="" type="checkbox"/> OCCUR				EACH OCCURRENCE \$ 4,000,000
	<input type="checkbox"/> EXCESS LIAB	<input type="checkbox"/> CLAIMS-MADE				AGGREGATE \$ 4,000,000
	<input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000					\$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY					<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	N/A			E.L. EACH ACCIDENT \$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below					E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
						E.L. DISEASE - POLICY LIMIT \$ 1,000,000

SAMPLE

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
 RE: Northland Center Tie back.
 GKII Northland Center, LLC, and KBS/GK Fund II LP and NorthMarq Real Estate Services LLC, a Minnesota limited liability company, and its affiliates are Additional Insureds under the Commercial General Liability when required by written contract.

<p>CERTIFICATE HOLDER</p> <p style="text-align: center;">NorthMarq Real Estate Services LLC 3500 American Blvd West Suite 200 Bloomington, MN 55431</p>	<p>CANCELLATION</p> <p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p> <p>AUTHORIZED REPRESENTATIVE</p>
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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 your safety 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 is 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

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

Additional resources are available online from government and nonprofit sources:

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

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: 612-348-3000 or
<http://www.hennepin.us/residents/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 by calling the 24-Hour Service Line (952-831-1001).

BUILDING MANAGEMENT

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

LOCAL AUTHORITIES

Fire Department (952) 563-4900
Police Department (952) 563-4801
Crime Report Line (952)563-4674

UTILITIES

Gas – CenterPoint Energy – Call to report a gas leak (612) 372-5050
Electric / Power Outage – Xcel Energy 1(800) 895-1999
OR
(612) 630-4219
Water – City of Bloomington – Utilities (952) 563-4905

HOSPITALS

Fairview Southdale (952) 924-5000

URGENT CARE

Fairview Urgent Care – 600 W. 98th Street, Suite 110, Bloomington, MN (952) 885-6060

EMERGENCY COMMUNICATIONS

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 the building management office to report the situation.

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 the building's webpage located on Property Direct to communicate updates and information, as well as by email and phone, when possible. The goal is to provide accurate and timely information to minimize rumors and restore order and confidence.

The website can be located at <http://pubpropertydirect.cushwakenm.com>

Please remember it is the responsibility of tenants to provide correct and up to date contact information to building management. In the event of personnel change, please make certain you provide any updated information to the building management as quickly as possible.

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 | NorthMarq'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 or slip and fall follow the emergencies procedures listed in the following sections and 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 an alternate location. When in doubt, ASK now instead of waiting until an emergency occurs.

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 when safe to do so.
- Always LISTEN for directions on evacuations because your primary exit route may not be safe.
- Have a team to assist elderly or disabled coworkers.
- Form a single file evacuation line and follow the building exit signs.
- 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 Warden
- Report any abnormal situation to the Service Line at 952-831-1001 once you have evacuated and are safe.
- Concourse level occupants should, go up to 1st floor to exit ASAP.
- 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 PLANS – EMERGENCY EXITS

INTERIOR/FIRST FLOOR

Please see Appendix

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.
- The building is fully sprinkled.
 - 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, and suite number).
 - Details of the fire emergency
 - Your name
 - Call building management 24/7 service line at 952-831-1001
- (Call the management office only if the alarm has not sounded. If the alarm has sounded, do not call the management office, 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) 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, outside of the building.
- 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.

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.

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

FIRE PREVENTION TIPS

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

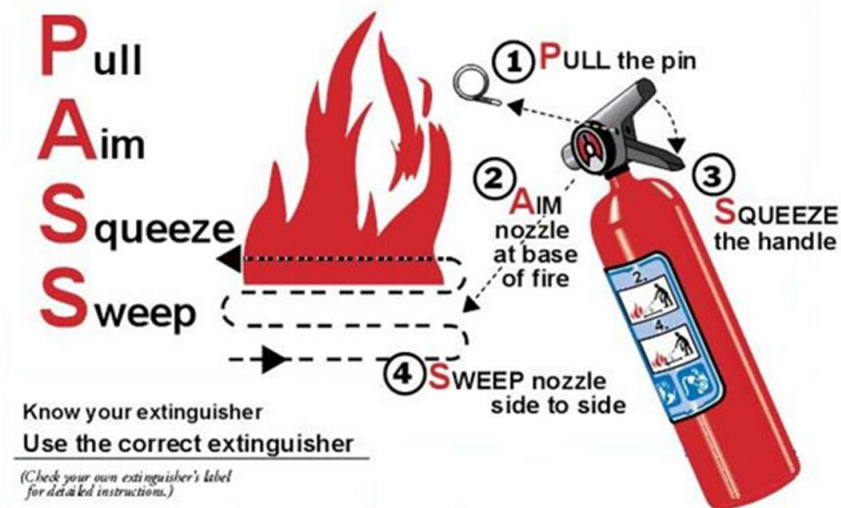
- Do not overload electrical outlets. Many fires are the result of the misuse of electrical appliances and cords.
 - Be sure outlets are not overloaded.

- Keep extensions cords to a minimum and use only properly rated cords.
- Unplug ALL coffee pots of 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. Tenants are responsible to provide and maintain all fire extinguishers within their space. Please contact property management if you need a vendor to use.

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.

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 concourse 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. Then building management will instruct everyone to return to their offices.

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

WINTER WEATHER

Winter storms can range from a moderate snow over a few hours to a blizzard with blinding, wind-driven snow that lasts for several days. Many winter storms are accompanied by dangerously low temperatures and sometimes by strong winds, icing, sleet and freezing rain and/or fog.

One of the primary concerns of winter weather storms is the ability to knock out heat, power and communications services to your home or office, sometimes for days at a time. Heavy snowfall and extreme can immobilize an entire region.

The National Weather Service refers to winter storms as the “Deceptive Killers” because most deaths are indirectly related to the storm. Instead, people are injured or killed in traffic accidents, hypothermia or frostbite from prolonged exposure to the cold. It is important to be prepared for winter weather before it strikes.

SAFETY TIPS:

A few simple measures can make it safer to walk outdoors in the winter. Avoiding snow and ice, putting and wearing the right footwear all make a big difference.

- Choose a good pair of winter boots. For warmth and stability look for these features:
 - well insulated and waterproof
 - thick, non-slip tread sole
 - wide, low heels
 - lightweight
- Bring out those hands!
 - Hold it! Don't remove those gloves or mittens yet. Think twice before walking outside with your hands in your pockets. Why? Keeping your hands in your pockets increases the risk of you falling or completely losing your balance in case you slip while walking on ice or snow.
- Mittens VS. Gloves
 - Gloves sure look fashionable but donning mittens can actually save your digits. With your fingers touching each other inside mittens, they generate more body heat than when they are inside gloves.
- Dress in Layers
 - Prevent heat loss by wearing a warm hat, scarf, and mittens or gloves. Dressing in layers may also keep you warmer.

PLAN AHEAD FOR WINTER WEATHER:

STAY INFORMED:

- Listen to [NOAA](#) Weather Radio to stay informed of winter weather watches and warnings.
- Also monitor commercial radio, television and the Internet.

FAMILIARIZE YOURSELF WITH THESE TERMS TO HELP IDENTIFY A WINTER STORM HAZARD:

- **Freezing Rain** - Rain that freezes when it hits the ground, creating a coating of ice on roads, walkways, trees and power lines.
- **Sleet** - Rain that turns to ice pellets before reaching the ground. Sleet also causes moisture on roads to freeze and become slippery.
- **Winter Weather Advisory** - Winter weather conditions are expected to cause significant inconveniences and may be hazardous. When caution is used, these situations should not be life threatening.
- **Winter Storm Watch** - A winter storm is possible in your area.
- **Winter Storm Warning** - A winter storm is occurring or will soon occur in your area.
- **Blizzard Warning** - Sustained winds or frequent gusts to 35 miles per hour or greater and considerable amounts of falling or blowing snow (reducing visibility to less than a quarter mile) are expected to prevail for a period of three hours or longer.
- **Frost/Freeze Warning** - Below freezing temperatures are expected.

PREPARE YOUR CAR:

- Keep your gas tank at least half full.
- Create a winter car kit and place in the trunk of the car. This may include the following: windshield scraper, small broom, flashlight, spare radio with batteries, snacks or energy-type food, water, jumper cables, flares and matches, shovel, sand or shingles to give tires traction, extra hats, socks and mittens, first aid kit, fluorescent distress flag.
- Check the following items on your car:
 - Antifreeze levels
 - Battery and ignition
 - Brakes
 - Exhaust system
 - Fuel and air filters
 - Heater and defroster
 - Lights and flashing hazard lights
 - Oil
 - Thermostat.
 - Windshield wiper equipment
 - Tires

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.

For more information, please visit the AED website at <http://www.aed.com/>

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 (building, 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 gloves.
- 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 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 Power Outage line at 1-800-895-1999 or 612-630-4219.
 - 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.
- 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.

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 CenterPoint Energy and report a gas leak – (612) 372-5050
- Call building management, 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 952-831-1001.
 - 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.
- Report suspected leak to Center Point Energy – at 1-800-296-9815.
 - CenterPoint Energy checks suspected natural gas leaks at no cost.
 - The utility company determines when it is safe to return.
- 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 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.

Robbery is another specific intent crime, requiring both theft and a form of violence or threat of violence used to deprive someone of their property. The most common example of a robbery is a convenience store holdup, in which a robber threatens to shoot a cashier unless the cashier hands over the loot.

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 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, 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 does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? _____ Yes/No _____
- Why? _____
- What is your name? _____
- Estimated Age? _____

- Is the voice familiar? _____
- Where is the caller located? _____
(background and level of noise)
- Other Points: _____

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

CALL 911 WHEN IT IS SAFE TO DO SO!

RIOT / VIOLENT DEMONSTRATION

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.

PICKETING

Picketing is not allowed on the Northland Center site. Should you encounter picketers, please contact the 24/7 service line immediately.

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.

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 located 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.

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 communicate regularly with building management how this person(s) will be evacuated in an event of an emergency.
 - » 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

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.

Tenants should conduct in-house company training and emergency evacuation drills regularly.

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 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. A form for maintaining a list of Person Requiring Assistance can be obtained in the Appendix.

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
- Emergency Warden Form
- Tenant Contact Information
- Building Plans – emergency exits
- Property Incident Report
- Contactor Rules and Regulations
- Recycling Flyer – Single Sort
- Tenant Move In/Out
- Restaurants

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)