

# Tenant Handbook

## 605 Waterford Park

605 North Highway 169

Plymouth, MN 55441

T 763.591.6060

F 612.353.2120

<http://605waterford.axisportal.com/>

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# WELCOME

On behalf of CB Richard Ellis, Inc. and AX Waterford L.P., we would like to take this opportunity to welcome you to the 605 Waterford Park Building. It is CB Richard Ellis' desire to make your tenancy here as pleasant and as rewarding as possible.

This Tenant Manual is written specifically for you, by the managers and employees of the 605 Waterford Park Building. It is designed to help answer questions you may have on the policies, procedures and basic facts of our building and includes maps of the building, hours of services, emergency procedures and much, much more.

In order to expedite and maintain continuity in our Tenant service, we would like to suggest that you designate one person in your office to serve as Facilities Contact Person. This designated contact person should call the Management Office with all questions or requests for service. We, in turn, will direct our calls and inquiries to this same individual.

Again, welcome to 605 Waterford Park. We are looking forward to a long lasting and mutually beneficial relationship.

## YOUR CB RICHARD ELLIS MANAGEMENT OFFICE STAFF

605 WATERFORD PARK  
605 NORTH U.S. HIGHWAY 169  
SUITE 200  
PLYMOUTH MN 55441  
PHONE: (612) 630-9630  
FAX: (612) 630-9646

GENERAL MANAGER: GEORGE HILL  
REAL ESTATE MANAGER: ELIZABETH HOFFMANN  
REAL ESTATE SERVICES ADMINISTRATOR: LAUREN WALLERIUS

# GENERAL BUILDING INFORMATION

# CBRE STAFF

## PROPERTY MANAGEMENT:

General Manager.....Emily Hughes  
Associate Real Estate Manager.....Dany Kes

## OFFICE & RETAIL LEASING:

Office Leasing .....Brian Wasserman

## ACCOUNTING:

CBRE.....Chou Vue

## OPERATIONS:

Engineer.....Gerardo Rivera

The Management Office is open Monday through Friday, 8:00 a.m. to 4:30 p.m. For after hours and weekends please call our 24-hour answering service at 952-924-4680 and they will contact the appropriate staff in the event of an emergency situation.

Any of the management staff members can be reached during business hours by contacting the Management Office at 612-630-9630.

# DESCRIPTION OF PROPERTY

The 605 Waterford Park Building, consisting of 207,598 square feet, is a 12-story office building located on the Northwest corner of Highway 55 and Highway 169. The 605 Waterford Park Building offers the convenience of easy access to retail shops, financial institutions, restaurants, and other entertainment facilities.

## BUILDING HOURS

The 605 Waterford Park Building is accessible to tenants seven days a week, 24 hours a day. During traditional non-business hours access is limited to those holding an access card. The specific hours of operation for the 605 Waterford Park Building are:

Monday through Friday	6:00 a.m. - 6:00 p.m.
Saturdays	8:00 a.m. - 1:00 p.m.
Sundays and Holidays	Closed

605 Waterford Park Building tenants need to use their access cards to reach their respective floors during the hours the building is closed. For more detailed information, refer to the Guard Services section of this manual.

## IMPORTANT TELEPHONE NUMBERS

Emergency.....	911	
Fire Department.....	911	
Police Department.....	911	
General Information.....	612-630-9630	
Heating/Cooling Problems.....	612-630-9630	
Leasing Information.....	952-924-4666	
Management Office Fax Number.....	612-630-9646	
Management Office.....	612-630-9630	
Rent Statement/Billing.....	612-630-9630	
Security Requests/Emergency.....	763-591-6116	
Security Cell Phone.....	651-755-2646	(4:00 p.m. – 8:00 a.m. Monday– Friday & all day Saturday & Sunday)
Security Requests/Non-Emergency.....	612-630-9630	(8:00 a.m. – 4:30 p.m. Monday - Friday)

## SERVICES

## AIR CONDITIONING/HEATING VENTILATION

Heating and cooling are supplied to tenants Monday through Friday from 6:00 a.m. to 6:00 p.m. Additional heating/cooling can be purchased on an hourly basis. Please contact the Management Office for information.

If you have an office that is too hot, too cold, has too much or not enough air movement, please have the Contact Person call the

Management Office at 612-630-9630 and a member of the HVAC staff will be dispatched to resolve your temperature problem. Some tenants have supplemental cooling equipment, which we can service. Please contact us for an estimate.

## BUILDING ACCESS

Access to the 605 Waterford Park Building is restricted to those employees with programmed access cards on weekday evenings, Saturdays, Sundays and holidays.

Each office should designate one employee who will be responsible for controlling access cards. This person should also be responsible for collecting cards from any employees who are no longer allowed access privileges. Initial cards are given to the tenant at no charge. Additional cards are available at nominal charges.

All requests relating to access cards should be turned into the Management Office on an [Access Card Request Form](#). To receive additional forms, please contact the Management Office. These forms can also be used to order new and/or replacement cards, to have cards activated and deleted, or for any other requests or notifications relating to elevator cards.

In case of activation of the building's Fire Life Safety System, the security system is designed to deactivate all door locks and card readers, and will allow access in and out of the building without the need for an access card.

The hours of access for the building floors in the 605 Waterford Park Building varies per floor based on the needs of each tenant on that floor. If you need elevator access to your floor changed for a specific event, holiday, etc., **please send a written request detailing your needs to the Management Office at least 48 hours in advance.**

### AFTER HOURS CLIENT ACCESS TO BUILDING

If you have office guests arriving after hours, please make arrangements to meet them at the entrance. Please do not prop open entrance doors!

## PROPERTY REMOVAL

Removal of equipment, files and business machines from the building is permitted only upon presentation of a [Tenant Removal Form](#) or letter on tenant's letterhead, signed by an authorized individual of your firm.

ARRANGEMENTS FOR REMOVAL OF FURNITURE SHOULD BE MADE IN ADVANCE THROUGH THE MANAGEMENT OFFICE TO ENSURE THE AVAILABILITY OF THE FREIGHT ELEVATOR AND LOADING DOCK.

## BUILDING MAINTENANCE/REPAIRS

If you have questions or need pricing on work, please contact the Management Office at 612-630-9630.

One person in your office should be designated as the **Contact Person** and should make all requests. It is the responsibility of this Contact Person to ensure that others in your office are informed of the situation and the corrective measures being taken. This will eliminate the need for more than one person to call on the same issue and our leaving the response with the wrong person.

The 605 Waterford Park Building staff includes trained, on-site personnel who may be able to assist in the repair and general maintenance of your office. Functions that the building staff may be able to assist you with include, but are not limited to, ordering and installation of non-standard light bulbs, minor plumbing problems (kitchens, clogs, leaks), moving of furniture, boxes and other equipment, installing shelves, furniture repair, and other miscellaneous repair jobs. These maintenance jobs are not included as part of the building operating costs and will be performed at the Tenants expense.

If a service request requires labor or materials, it is the tenant's responsibility under the terms of the lease. You will be asked to sign an acknowledgement that this expense will be charged to your account. Labor rates for miscellaneous repairs or work done within your space are \$50.00/hr. In the event of a **major** heating or cooling problem in the building, the 605 Waterford Park Building staff will inform your Contact Person of the problem. The Contact Person should then immediately inform all other members of your staff. Again, speedy dissemination of the information provided would save everyone time in terms of unneeded phone calls.

# SERVICES SOLD

## LABOR RATES

Overtime HVAC – heat/air	Contact Management Office at 612-630-9630
Keys	\$5.00/each
Access Cards	\$15.00/each

\$50.00/hour for small maintenance repairs in tenant spaces (i.e. shelves, furniture moving, pictures)

## DEFINITION OF SERVICES

While many of the services listed below are done on an hourly basis, some may require additional equipment and/or additional materials. Pricing for most jobs can be given at the time of the request. Bids for special jobs are available upon request. Please contact the Management Office at 612-630-9630 to request any of these services or to request a bid.

### UTILITY

Moving Furniture/Boxes  
Hanging Pictures  
Unclogging Private Toilets/Sinks  
Changing Specialty Lights

### CUSTODIAL

Cleaning of Glass Table/Desk Tops  
Glass Cleaning by Custodial  
Cleaning at Non-Standard Times  
    During office hours  
    Weekdays after 10 p.m.  
    Weekends

### REPAIR

Carpentry  
Table/Desk Top Glass Removal  
Lock Repairs  
Shelf Installation  
Furniture and Fixture Repairs

Events  
Additional cleaning  
Assist caterer/haul trash  
Carpet cleaning

### SECURITY

Event Access  
Move Access

### HVAC

Maintenance of additional AC units  
Filter Changing  
Electrical Troubleshooting

# CLEANING SERVICES

Should you require any special cleaning or other services of this nature, please notify the Management Office at 612-630-9630 at least one day in advance. Special services provided other than normal cleaning will be at the expense of the tenant.

A day porter is on duty Monday through Friday, from 6:30 a.m. until 3:00 p.m. If you observe a janitorial problem in the surrounding grounds, lobbies, corridors or restrooms, please call the Management Office. The day porter is available for emergency cleaning (spills) throughout the day.

Restrooms on your floor are cleaned every evening and checked during daytime hours. However, if you notice any problems (low supplies, constantly running water, blockages, etc.) please notify the Management Office.

Do not place any object near or against trash receptacles if material is not to be thrown away. **Trash stickers should be used to designate all large items to be thrown away.** The cleaners will not dispose of any items without the designated trash stickers. If your office needs trash stickers, please contact the Management Office.

# ENERGY CONSERVATION

CB Richard Ellis appreciates your contribution to energy conservation and requests that all non-essential equipment be turned off when leaving your suite or office for any length of time.

Please assign someone to make sure all appliances and lights are turned off when employees are leaving the building. Turning off computer monitors will add substantial savings.

With your continuing cooperation, a great deal can be done to conserve energy and save you money.

## HOLIDAYS

The Management Office will be closed on legal holidays and the following conditions will be in effect:

- The maintenance staff will be off duty.
- There will be no janitorial service.
- There will be no air conditioning, heating or ventilation unless prior arrangements have been made.
- The elevators will be on card access.

Requests for the above services on a holiday must be in writing to the Management Office 48 hours prior to the requested service.

The holidays normally observed are:

- New Year's Day
- Martin Luther King, Jr. Day\*
- Presidents Day\*
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving\*
- Christmas Day

\* Only the Management Office will be closed. All other services will be available as usual.

## GUARD SERVICE

We offer building guard service in the 605 Waterford Park Building from 4 p.m. – 8 a.m. Monday – Friday, 24 hours Saturday, Sunday and holidays. You can reach the guards by calling the security desk at 763-591-6116 or the security cell phone at 651-755-2646.

You may have an occasion to hire a guard. Your request must be placed with three standard business days (72 hours) advance notice.

The notice should be sent to 510 Marquette Ave., Suite 250, Minneapolis, Minnesota, 55402 or via fax at 612-630-9646. This information will be forwarded to the guards. This procedure is designed for your protection and to reduce the risk of theft of office property.

## KEYS, LOCKS & ACCESS CODES

### KEYS & LOCKS

Upon move-in, you will receive your initial requested access cards. Additional cards and keys may be obtained at a nominal charge by contacting the Management Office at 612-630-9630. Please fill out the [Access Card Request Form](#) and/or [Key Order Form](#) and submit to Management Office.

Should you require changes to the locks for your suite in the future, the Management Office must be notified in writing and the work performed under our direction. This will ensure proper janitorial coverage and provide a uniform master key for emergency situations. This procedure must be followed to ensure Fire Department access to all areas of the building. All changes will be made at the expense of the tenant.

Telephone and Electrical room keys are not distributed to tenants. The Management Office will need to be contacted in order to gain access.

## ELEVATOR ACCESS CODES

Access to the floors in the 605 Waterford Park Building before 6:00 a.m. and after 6:00 p.m. weekday evening, and all day Saturday, Sunday and holidays is restricted to those employees with elevator access codes.

If you have office guests arriving after hours, please make arrangements to meet them at the entrance to the building. The security of the building and your suite is only as effective as the manner in which the system is used.

# LOADING DOCK & DELIVERIES

All deliveries of merchandise, equipment, supplies, etc., must arrive at the Loading Dock and be moved via the freight elevator. Deliveries are not permitted through any other 605 Waterford Park Building entrance, passenger elevators or escalators.

The 605 Waterford Park Building Loading Dock can be accessed on the south side of the building.

605 Waterford Park Building Freight Elevator service size capacity is as follows:

Door Width	42"
Door Height	8'
Cab Width	80"
Cab Depth	63"
Cab Capacity	3,500#

Loading Dock hours are 6:00 a.m. to 6:00 p.m., Monday through Friday. Evening or weekend deliveries must be coordinated through the Management Office. **Please call 612-630-9630 at least 48 hours in advance for weekend or evening deliveries.** No reservations are needed during the normal dock hours as **trucks are served on a first come, first serve basis only.** Access to the dock is controlled at all times.

- 1. PARKING OF ANY VEHICLES IN THE LOADING DOCK AREA IS NOT PERMITTED AT ANY TIME OTHER THAN DURING ACTUAL LOADING OR UNLOADING.** If deliveries are made to the Loading Dock in Tenant's own car, the delivery person must be unloading and the vehicle immediately moved.
2. Large deliveries, such as furniture, must be coordinated at least 48 hours in advance of any delivery. Call the Management Office at 612-630-9630 to make these arrangements.
3. Labor and equipment for loading and unloading must be supplied by the shipper and/or tenant. However, if a tenant needs to use a four-wheel or two-wheel cart they are available for use on the dock from the building staff.
4. No materials or equipment of any kind can be stored on the Loading Dock—not even for a short period of time, unless it is approved ahead of time through the Management Office. If not immediately removed, it will be "trashed".
5. No material may be stored in corridors or in any other area adjacent to the Loading Dock.
6. All shippers must clean the area immediately after delivery of goods and take all pallets with them when leaving. If the area is not cleaned, CB Richard Ellis will provide labor for clean up and the Tenant will be billed at the rate of \$50.00 per hour with a minimum charge of one (1) hour.
7. Containers of any kind may not be washed on the dock area.
8. The Loading Dock is only 30' deep. Please review clearances and equipment needs with the Management Office before scheduling the delivery of any large, long, or bulky items.

# MAIL

## MAIL SERVICE & EXPRESS MAIL DROP BOXES

A Post Office mailbox is located on the lower level south end by the loading dock. Mail pick-up is at 5:00 p.m. A UPS drop box is located in the lower level north end corridor for overnight and ground shipping.

## BUSINESS MAILING ADDRESS

605 North U.S. HWY 169, Suite (Your suite number)  
Plymouth, MN 55441

# MOVE-IN/ MOVE-OUT



Please notify the Management Office at 612-630-9630 at least 48 hours in advance prior to moving any furnishings in or out of the building. Upon notification, special arrangements will be made to provide any assistance that may be necessary.

Your moving company will be required to provide a Certificate of Insurance providing General Liability (\$1 million dollar each occurrence, \$1 million dollar general aggregate, \$1 million dollar products and completed operations aggregate or current limit carried, whichever is greater.) coverage as well as Workers' Compensation and Auto Liability coverage. CB Richard Ellis, Inc. and Utah State Retirement Investment Fund are to be named as Additional Insured and as Certificate Holder. The Additional Insured requirement must be included and supported by an attached Endorsement Page in order for the certificate to be accepted.

Moves are only allowed during the non-business hours of after 5:00 p.m. Monday – Friday or Saturdays/Sundays. All items must be moved via the freight elevator. No items may be moved through the passenger elevators. Only soft rubber tired carts with bumper guards may be used. If the move is to occur through a common area hallway or lobby area the floors, walls and corners must be protected.

Small moves or the moving of pieces of equipment, computers, or files by individuals must be authorized by the completion of a [Moving/Delivery Notification Form](#).

Additional procedures apply if you are vacating the building. Please contact the management office to schedule an inspection of your premises. This should be scheduled after all of your personal property has been removed. Your premises will be inspected for damage beyond normal wear & tear. You will have the option of contracting directly with a vendor, approved by management, or having management contract for the repairs to be made and the costs deducted from your security deposit. At the time of the inspection please return all suite and building keys and access cards and provide your forwarding address.

## PROGRAMS/ SERVICES

## RECYCLING PROGRAM

The 605 Waterford Park Building recycles glass, aluminum and tin, plastic, as well as office paper. Desk side recycling containers can be obtained by calling the Management Office at 612-630-9630. A large recycling bin should be obtained by the tenant and kept in a central location of each floor. The building does not supply the tenant with the large recycling bins. Each employee is responsible to empty their own recycling into the large centralized recycling bin. The large recycling bin will be emptied according to the building cleaning specifications.

## CONFERENCE ROOM

The Conference Room is located on the 2nd floor of the building, as shown on the floor plan. The Conference Room can accommodate up to 20 people. A wireless projector with a drop down screen is available for presentations as well as a white board for illustrations. The conference room is also equipped with wireless internet for your convenience.

- All warm/hot items placed on any of the tables should have a potholder or trivet underneath them.
- Any wet spills on any of the tables should be cleaned up as soon as possible.
- Any wet spills on the carpet or upholstery should be cleaned immediately. The Management Office should be called at 612-630-9630 to have our cleaning staff treat the spot as soon as possible to avoid a stain from setting.
- The room should be left in the same condition as it was found.

### RESERVATIONS

You may check date availability via the Axis Portal at [www.605waterford.com](http://www.605waterford.com). You will be able to view the conference room availability and book the room for your event. If you have any issues or are unable to access the conference room scheduler please call the Management Office at 612-630-9630. The room is reserved on a first come, first served basis.

## RENT PAYMENTS

As a courtesy, you will receive a monthly statement for typical monthly repetitive charges such as rent, storage rent, operating costs, real estate taxes, and any other monthly contracted services. Please return the remittance portion of the statement to ensure proper credit to your account. In accordance with your lease, these charges are due and payable on the first day of each month even if you don't receive the courtesy statement. If you incur any miscellaneous charges such as repair services, etc., those costs will be noted on the monthly statement. Payments for both miscellaneous charges and monthly repetitive charges should be remitted to:

AX Waterford L.P.  
P.O. BOX 6112  
Hicksville, NY 11802-6112

To ensure proper handling, please include remittance information and indicate the distribution of monies, as well as invoice number, name of company and suite number. If you have any questions regarding rent statement/payments, please call the Management Office at 612-630-9630.

## SIGNAGE

All signage must be ordered through the management office and conform to building standards. Tenant requests must be submitted in writing to avoid any misunderstandings. The following information should be provided:

Suite Signage: Company or Firm Name  
Suite Number

Lobby Signage: Company or Firm Name  
Suite Number  
Additional Listings

The above information should be submitted to the Management Office in the order you wish the listings to appear. All changes to existing signs or orders of new signs are at the tenant's expense.

Signage orders take approximately four to six weeks for delivery.

Subtenants are required to request signs through the lessor. The lessor then submits the request to building management. Management cannot respond to requests directly from subtenants.

## SAFETY TIPS

The following DO's and DONT's will help provide a safe working environment for all the occupants of the 605 Waterford Park Building:

### DO

- Keep exits clean and unobstructed at all times.
- Maintain a minimum 18-inch clearance below all sprinkler heads.
- Check for frayed fixture wiring and for property grounding.
- Monitor emergency exit lights and notify the Management Office if they are not lit.
- Immediately report any situation that could cause a fire or accident.
- Post a list of emergency phone numbers for employees' use.
- Notify the Management Office or Security if loiterers are observed in corridors or restrooms.
- Report all solicitors and peddlers to the Management Office or Security.
- Notify the Management Office or Security if you notice any discharged fire extinguishers.

### DON'T

- Store any items near electrical transformers or water heaters.
- Overload electrical circuits with extension cords, space heaters and/or other non-standard type electrical work.

- Allow persons unknown to you to "piggyback" in to the building or your suite.
- Leave valuables on top of, near or in unlocked desk drawers, coats or the back of doors.

## SMOKING

Smoking is not permitted in any portion of the building's interior. This includes restrooms, hallways, elevators, and stairwells. Smoking is allowed outdoors in designated areas.

## STORAGE

For storage rate and availability information please contact the Management Office at 612-630-9630 for information.

## TENANT IMPROVEMENT/ CONSTRUCTION

Any tenant improvement/construction, remodeling or electrical work performed after move-in must be coordinated through the Management Office to ensure that all work maintains architectural quality control and does not adversely effect building systems.

If you contemplate any such work, please advise us as early as possible to reduce time loss and ensure expeditious completion of your plans.

CB Richard Ellis will recommend qualified and approved contractors to do your project.

Any work initiated without the approval of the building owner is subject to removal at the tenant's expense. This procedure will be strictly enforced, since both the building owner and the tenant may incur substantial risk if work does not meet all applicable legal requirements.

All work must be permitted and inspected by applicable municipal inspectors.

Please refer to your lease in regard to contractor insurance requirements.

## BUILDING RULES & REGULATIONS

The following Rules and Regulations are part of the Tenant Lease Agreement. As such Tenants agree that employees and agents or any other persons permitted by the Tenant to occupy or enter the Premises will at all times abide by these Rules and Regulations. It is further agreed that a default in the performance and observation of these Rules and Regulations shall constitute default under the Lease.

The sidewalks, entries, passages, and stairways shall not be obstructed by the Tenant or its agents, or used by them for any purpose other than ingress and egress to and from their offices.

Furniture, equipment, or supplies shall be moved in or out of the Building only during such hours and in such manner as may be prescribed by the Landlord.

No safe or article, the weight of which may constitute a hazard or danger to the Building or its equipment, shall be moved in to the Premises. Safes and other equipment, the weight of which is not excessive, shall be moved into the Building as approved by the Landlord, and the Landlord shall have the right to designate the location of such articles in the Premises.

The name of the Tenant and/or signs of the Tenant shall not be placed upon any part of the Premises or the Building except as permitted by the Landlord.

Water closets and other water fixtures shall not be used for any purpose other than that for which the same are intended, and any damage resulting to the same from misuse on the part of the Tenant, its agents or employees, shall be paid for by the Tenant. No person shall waste water by tying back or wedging the faucets or in any other manner.

No animals shall be allowed in the office, halls, or corridors of the Building, except as necessary to comply with the ADA.

Bicycles or other vehicles shall not be permitted in the offices, halls, or corridors of the Building, nor shall any obstruction of sidewalks or entrances of the Building by such be permitted. The bike rack is located on the North side of the lower level parking area.

Tenant shall not use or permit to be used any part of the Building for any dangerous, noxious or offensive trade or business, and shall not cause or permit any undue noise, or disturbance of other tenants, in, at or on the Premises.

No additional lock or locks shall be placed by the Tenant on any door in the Building unless written consent of the Landlord shall first be obtained.

The use of oil, gas or inflammable liquids for heating, lighting, or any other purpose is expressly prohibited. Explosives or other articles deemed extra hazardous shall not be brought into the Building.

The Tenant shall exercise due care and within reasonable limits shall not mark upon, paint or affix upon, cut, drill into, drive nails or screws into, or in any way deface the walls, ceiling, partitions, or floors of the Premises or of the Building, and any defacement, damage, or injury caused by the Tenant, its agents or employees, shall be paid for by the Tenant.

The Tenant agrees to use chair pads to be furnished by the Tenant under all rolling and ordinary desk chairs in the carpeted areas of the Premises throughout the Lease Term.

No smoking will be allowed at any location in the Building except those areas specifically designated as smoking areas. This includes all Common Areas, all office suites and the separate areas located within the suites.

The Tenant will use reasonable efforts to cause its employees or other occupants to participate in any recycling program initiated or maintained by Landlord.

The Tenant will limit its use of the loading dock area to such dates and times, and in such other respects, as Landlord may determine. Landlord will maintain a list of its loading dock procedures at the Building management office.

## EMERGENCY PROCEDURES

## EMERGENCY CONTACT LIST

In the event of an "after hours" emergency at the 605 Waterford Park Building, it is imperative that 605 Waterford Park Building management has a written notification of the name and home telephone number for at least three of your personnel who would be able to respond and take responsibility.

Individuals on this list would also be contacted if an employee of your company arrived without their access card and/or key and requested access. After checking a photo ID, the building guard would contact, in order of listing, a person from your list to request permission to allow the employee access to your office.

Please see that these names and telephone numbers are kept up to date and that we are notified immediately if any changes that occur on the following form. [After Hours Emergency Contact List](#) & [Office Contact List](#)

## FLOOR CAPTAIN & RESPONSIBILITIES

### **FLOOR CAPTAIN**

The function of the Floor Captain is to coordinate and be responsible for the immediate reporting of any potential or actual emergency condition to the Fire or Police Department and the Management Office, be responsible for and implement an organized plan of evacuation if such a situation should ever arise, and to coordinate and communicate with the other members of the building's emergency personnel and the Fire and Police Departments.

### **Duties**

Each tenant shall designate two employees as Floor Captains for each floor you occupy, one employee as an alternative Floor Captain in case of illness or absence.

The Floor Captain is responsible for emergency operations in the tenant's space. As such, the Floor Captain should have a

complete knowledge of the building's life safety systems and a complete understanding of the emergency procedures.

If a fire is discovered in its incipient stage or if fire is suspected, it is the responsibility of the Floor Captain to see to it that the Fire Department is called.

#### **RESPONSIBILITIES**

If the decision has been made to evacuate your tenant space, notify all other tenants on the floor, alert them of the emergency and have them initiate their evacuation plans.

Identify any disabled person who would require assistance in an evacuation or other emergency. Ensure the safe evacuation of such persons by assigning responsible persons to help.

Upon notification of an emergency, all non-office spaces including restrooms should be searched. If an evacuation has been ordered, direct all persons to the nearest stairwell. Cooperate with the building management and the Fire Department having jurisdiction in the training of employees in the use of fire fighting equipment or during mandatory fire drills.

## ELEVATOR EMERGENCY

Elevators are one of the safest modes of transportation there is. However, they can occasionally malfunction.

#### **WHAT TO DO IN AN EMERGENCY:**

1. Push the call button.
2. The elevator service telephone number is automatically dialed. The phone will be answered by an Operator (24-hours per day) at the elevator service company.
3. When the elevator service company answers, there is an automatic voice chip that will kick in. Give the building name, address, and elevator number to them.
4. Remain calm.
5. Someone will be in touch with you from outside the elevator.
6. Do not try to force open an elevator door.

## SYSTEMS

#### ***Fire Life Safety Speaker System***

The building is equipped with a fire life safety speaker system with the capability of notifying all floors, simultaneously or individually, of emergency situations. Special instructions may be broadcast from the Fire Control Room through the ceiling speaker system audible in the tenant spaces, corridors, and exit stairwells.

#### ***Sprinklers and Smoke Detectors***

The building has sprinklers throughout and each floor is equipped with smoke detectors. Both of these systems are automatically monitored so that if either one is activated by smoke or heat, the alarm signal will sound on that floor or the central station fire service will be alerted.

#### ***Elevators***

The elevators will automatically be recalled to the ground floor lobby once the smoke alarm in that elevator lobby is activated. The elevators will not respond to the lobby call buttons. They cannot be used for evacuation.

#### ***Stairwells***

The stairwell doors will unlock upon activation of the alarm signal. They will remain unlocked until after the emergency. Please proceed to the stairwells for potential evacuation and await further instructions from Security or CB Richard Ellis personnel via the speaker system.

#### ***Fire Alarm Signal***

The signal is an intermittent high-pitched tone sounded on the effected floors that are in an emergency.

## DISABLED PERSONNEL

Disabled personnel should be familiarized with the building's emergency procedures for evacuation, use of exits, fire stairwells, and any special arrangements relative to their safe egress from the building.

More than one person should be designated to aid all disabled people in the immediate area during an emergency.

## MEDICAL

In the event an accident or illness of an employee or visitor takes place in your office area:

1. Call 9-1-1 first and then notify Building Management at 612-630-9630.
2. Give this information to both the emergency dispatch:
  - a. Building Name
  - b. Floor of building and location of accident or illness.
  - c. Type of injury, illness or symptoms.
3. Do not move injured or ill person. Try to make them comfortable.
4. If possible, have someone meet the emergency units at the elevator on your floor.

### THIS IS WHAT HAPPENS:

1. Fire Rescue Squad and/or ambulance will be with you shortly and administer medical assistance or take the ill or injured person to hospital.
2. Building Management personnel will need to interview witnesses.

## POWER FAILURE

The 605 Waterford Park Building can experience a power failure as a result of a mechanical failure within the building or because of a power company breakdown.

Such an interruption in power will result in the following:

- The building's emergency generator will turn on automatically and generate power to various areas of the building.
- Security lights will remain on in the corridors, offices and stairwells for the safety of the tenants.
- All elevators will stop at time of power outage. Elevator evacuation procedures will follow.
- The power for the Life/Safety and PA system will remain operational.

For your own safety:

- Keep at least one flashlight in use.
- Turn off electrical office machines and appliances.
- Take care when moving in dimly lit areas.
- Remain at ease.

## PUBLIC RIOT & DISTURBANCE

### **PUBLIC RIOT AND DISTURBANCE**

<b>PARAMEDICS</b>	<b>911</b>
<b>MINNEAPOLIS POLICE DEPARTMENT</b>	<b>911</b>
<b>MINNEAPOLIS FIRE DEPARTMENT</b>	<b>911</b>
<b>CB RICHARD ELLIS MANAGEMENT OFFICE</b>	<b>612-630-9630</b>
<b>(Business Hours: Monday – Friday, 8:00 a.m. to 4:30 p.m.)</b>	
<b>SECURITY</b>	<b>763-591-6116</b>
<b>(Mon.-Fri. 4:00 p.m.-8:00 a.m., Sat. &amp; Sun. 24 hours)</b>	
<b>FIRE DEPARTMENT</b>	<b>911</b>

- Avoid the area of disturbance.
- Avoid windows.
- Lock doors and close draperies or blinds.
- Report any suspicious persons.
- Notify police.

When placing a call, provide the following information:

- Name;
- Location;
- Telephone; and
- Type of Emergency.

Please notify the Management Office regarding all emergencies.

## UNAUTHORIZED PERSONNEL

To prevent a theft, please ensure that when your office is open someone is always stationed at the receptionist desk to greet people.

Criminals are very familiar with office buildings and know what to look for. For example, many people keep their purses in their lower left-hand desk drawer behind their files in an unlocked drawer. Also, these criminals are looking for checkbooks, keys, elevator cards and charge cards, so please keep all of these items secured both during the day and after hours to prevent thefts.

If you have an unauthorized, suspicious or disruptive person(s) on your floor or in your office, please notify the Management Office immediately by calling 612-630-9630. A security officer will be dispatched immediately. You may also want to contact the police at 911.

Give this information:

1. Company name
2. Suite number and office tower
3. Brief description of person

### **IMPORTANT**

Any suspicious person should be reported to minimize theft and other problems.

## BOMB THREAT

In the event a bomb threat is received:

1. Immediately call **9-1-1** and then notify Building Management at 612-630-9630.
  - a. State "I have received a bomb threat."
  - b. Give your company name.
  - c. Give building name, address and floor location.
  - d. Give name of person receiving call.
2. Notify your Floor Captain who may,
3. Commence evacuation of your area. **DO NOT TOUCH ANY SUSPICIOUS OBJECTS.**
4. Attached is a guide on handling a bomb threat call and information to record and have available for authorities. [Bomb Threat Checklist](#)

### **WHAT WILL HAPPEN**

1. The police are notified and dispatched by the 911 operator.
2. A search is initiated by the Plymouth Police with the assistance of Security and the Building Management personnel.

3. A representative of your company will be asked to assist in the search since occupants are the most familiar with the space and items that are "unusual."
4. Police or bomb squad contacts and questions the person who received the bomb threat.
5. Depending upon what is found, either the building will be evacuated or an "**all clear**" will be reported.

## EVACUATION

Evacuation will be by stairway from the floor on which the emergency situation has occurred. All tenants are urged to become familiar with the location of the stairways and their exits. A decision on whether evacuation is necessary may be made by the Floor Captain, or will be announced by Building Management or Fire Department personnel via the speaker system. Unnecessary evacuations crowd corridors and stairs and could prevent emergency crewmen from reaching the site of the emergency. However, if you are instructed to evacuate by Fire Department personnel or the Management Office:

### **DO**

- Respond quickly, but calmly.
- Go to the designated stairway, keep to the right side of the stairs and use the handrail.
- Clear emergency stairwell doors.
- Assist handicapped personnel.
- Remember, usually only a small area is involved and only two or three floors may need to be evacuated.
- Search office space and restrooms for all personnel.

### **DON'T**

- Use elevators.
- Re-enter area until cleared.
- Block stairwells, vestibules, or doors.
- React in any manner that may cause undue alarm and panic.
- All stairwell doors have an alarm contact and all of the doors are self-locking. Once you enter a stairway, you should remember that all the stairwells will be unsecured. Ground level stairwell doors will always allow you to exit from the stairway to the outside.

## FIRE

1. Upon discovery of a fire **dial 911** immediately followed by a call to the CB Richard Ellis Management Office at 612-630-9630. Give the dispatch the following information:

- a. Give building location, 605 Waterford Park
- b. Give floor of building
- c. Give details of fire emergency

2. If evacuation is necessary, see Floor Evacuation Procedure Sheet.

### 3. **DO's**

- a. Listen to direction of your Floor Captain.
- b. Use the stairwell only, as directed by Fire Department Representatives.
- c. If caught in heavy smoke, take short breaths, breathe through your nose, crawl to the nearest exit. The air is better near the floor.

### 4. **DON'T**

- a. Do not attempt to fight the fire.
- b. DO NOT use elevators as they are removed from service.



# FIRE ALARM

The Fire Alarm system can be activated in three ways:

- Sprinkler Flow (water is emitted from sprinklers)
- Smoke Detector (located in the return air duct and elevator lobby)
- Heat Detectors (in electrical rooms)

If one of the alarms is activated, the siren will sound automatically. It will be heard clearly on the floor on which it was activated as well as one floor above and one floor below.

The fire enunciator panel will light at the Security Console and an alarm will be set off. An Engineer or Security Officer will immediately be dispatched to investigate the alarm.

Following the automatic siren, the Engineer or the Security Officer will give you specific instructions on the nature of the emergency. Stay calm and **DO NOT PANIC**.

If the alarm is false, the Building Engineer or Security Officer will notify affected personnel as soon as an investigation of the area has been completed.

# FIRE PREVENTION

- Smoke only where permitted.
- Do not empty ashtrays in wastebaskets that contain paper or other flammable material.
- Unplug all electrical equipment that is not working properly or is in need of repair.
- Do not overload wall outlets.
- Keep heat-producing devices away from objects which will burn.
- Assign someone to ensure appliances are turned off when leaving the building.
- Flammable liquids are not allowed to be stored or kept within the building.
- Do not allow accumulation of trash or waste material that is flammable.
- Do not hold suite doors or lobby doors open with doorstops or other items.

# TORNADO

**By definition a Tornado/High Wind Warning is an alert by the National Weather Service confirming a sighting and location. The Weather Service will announce the approximate time of detection and direction of movement. Wind will be 75 MPH or greater.**

PUBLIC WARNING – Will come over the radio, TV or five (5) minute steady blasts of sirens by Hennepin County Civil Defense Warning System.

## ACTION TO TAKE:

1. Get away from perimeter of building and exterior glass.
2. Leave your exterior office – close door.
3. Go to the center corridor of the building – this is the main corridor.
4. Sit down in corridor and protect yourself by putting head as close to your lap as possible or kneel protecting your head.

## IF YOU ARE IN TRANSIT IN THE BUILDING:

5. Take stairwell to basement for shelter.
6. Do not go to the first floor lobby, skyways, or outside the building.

## IF YOU ARE CAUGHT IN AN OUTSIDE OFFICE:

7. Seek protection under a desk.

**ALL CLEAR WILL BE COMMUNICATED BY BUILDING MANAGEMENT OFFICE**

## FORMS

- A. [Property Removal Form](#)
- B. [Access Card Request Form](#)
- C. [Key Order Form](#)
- D. [Moving/ Delivery Notification](#)
- E. [After Hours Tenant Emergency Contact List](#)
- F. [Tenant Office Contact List](#)
- G. [Telephone Bomb Threat Checklist](#)