

***Tenant Handbook &
Emergency Procedures***

Northland Center

***3500/3600 American Boulevard West
Bloomington, Minnesota 55431***

NORTHLAND CENTER

Tenant Handbook & Emergency Procedures

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IN AN EMERGENCY

FIRST CALL 9-1-1

- r To report a medical emergency.
- r To save a life.
- r To report a fire.
- r To report or prevent a crime that is occurring, has just occurred, or is about to occur.

This number provides direct access to police, fire, ambulance, and rescue assistance. If one of the above named emergencies occurs in the 3500 or 3600 building, **FIRST call 9-1-1**, and then call NorthMarq at (952) 831-1001.

- r Give building address. (See site map in back of book.)
- r Provide floor number and location.
- r Explain the emergency situation.



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BOMB THREAT

1. **Call 9-1-1 and state the following information:**
 - a) You have received a bomb threat.
 - b) Location:
 - Building name: Northland Center
 - Building address: 3500/3600 American Boulevard West
Bloomington, Minnesota
 - Your company's name and suite number; your name.
 - c) Ask what procedures you should follow.

2. **Call NorthMarq at (952) 831-1001 and state the following information:**
 - a) You have received a bomb threat.
 - b) Location:
 - Building name: Northland Center
 - Building address: 3500/3600 American Boulevard West
Bloomington, Minnesota
 - Your company's name and suite number; your name.
 - c) What the police have instructed you to do.

NOTE: If you are on the Entelcom Phone System and are dialing 911 for any emergency, please notify Entelcom at 893-6980 to inform them that you have dialed 911, as 911 will follow up with them to verify the emergency.

In addition, please state to 911 that your building address is Northland Center – 3500/3600 American Boulevard West (as it shows this address on their system).

3. After you have made the calls, notify the following:
 - a) Designated Emergency Team Leader
 - b) Floor Leader
 - c) Alternate



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4. Commence a search of your area in accordance with your company's procedures to determine if any strange objects are present. **DO NOT TOUCH SUSPICIOUS OBJECTS IF FOUND.**
5. Report to Building personnel on the scene the results of your search or report the results to the Management Office at 952-893-8886.
6. Attached is a guide on handling bomb threat calls and information to record and have available for authorities.

THIS IS WHAT HAPPENS:

1. Police are notified/dispatched by 9-1-1.
2. Building personnel will conduct a search of the building common areas.
3. Police or Bomb Squad will contact the person who received the bomb threat.
4. A building evacuation MAY take place.
5. The building management will give an "ALL CLEAR".



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BOMB THREAT CHECKLIST

If you receive a bomb threat or find a suspicious package, keep calm. If possible record the call. Advise the caller, if you can, that the detonation of the bomb may kill or injure innocent people. Obtain as much of the following information as you can:

Exact time of the call: _____

Exact words of the caller: _____

1. Questions to ask:
 - a) *What is your address?*
 - b) *What is your name?*
 - c) *Caller's age.*
 - d) *Caller's sex.*
 - e) *Caller's race.*
 - f) *Caller's intent, timing of bomb, location.*
 - g) *When is the bomb going to explode?*
 - h) *Where is it right now?*
 - i) *What does it look like?*
 - j) *What kind of bomb is it?*
 - k) *What will cause it to explode?*
 - l) *Did you place the bomb?*
 - m) *Why?*

What was the caller's voice like?

_____ <i>Calm</i>	_____ <i>Nasal</i>	_____ <i>Laughter</i>
_____ <i>Angry</i>	_____ <i>Stutter</i>	_____ <i>Deep breathing</i>
_____ <i>Excited</i>	_____ <i>Lisp</i>	_____ <i>Crying</i>
_____ <i>Slow</i>	_____ <i>Raspy</i>	_____ <i>Cracking voice</i>
_____ <i>Rapid</i>	_____ <i>Deep</i>	_____ <i>Normal</i>
_____ <i>Soft</i>	_____ <i>Ragged</i>	_____ <i>Disguised</i>
_____ <i>Loud</i>	_____ <i>Clearing Throat</i>	_____ <i>Slurred</i>
_____ <i>Distinct</i>	_____ <i>Accent</i>	_____ <i>Familiar</i>
_____ <i>Whispered</i>		



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If the voice is familiar, who did it sound like?

Were there any background sounds?

- | | |
|---|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Animal noises |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Clear |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Static |
| <input type="checkbox"/> Music | <input type="checkbox"/> Local |
| <input type="checkbox"/> House noises | <input type="checkbox"/> Long distance |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Booth |
| <input type="checkbox"/> Office machinery | <input type="checkbox"/> Other _____ |
-

How did the person sound?

- | | |
|--|--|
| <input type="checkbox"/> Well spoken
(educated) | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Message read by
threat maker |

Remarks: _____



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BIOLOGICAL OR CHEMICAL THREATS

If you receive or encounter any suspicious material or substance:

2. **CALL 9-1-1 and state the following information:**
 - r There is a biological or chemical threat.
 - r Give the building name and address: Northland Center
3500/3600 American Boulevard West
Bloomington, Minnesota
 - r Provide the floor number and location.
 - r Explain what type of fire it is and the details you know.
3. **Call NorthMarq at (952) 831-1001 and state the following information:**
 - r You have called 9-1-1 and reported a biological or chemical threat.
 - r Give them the same information provided to 9-1-1. (See #2 above.)



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ELEVATOR EMERGENCY

If you are trapped in an elevator:

1. Open the phone box in the elevator and press the button. You will be immediately connected to elevator service company.
 - r Give the building name and address: Northland Center
3500/3600 American Boulevard West
Bloomington, Minnesota
 - r Inform them that you are stuck in the elevator.
 - r Let them know which elevator you are stuck in and the floor location.

A technician will be dispatched immediately. Northland Center's building management will be informed of the situation.

REMAIN CALM - DO NOT PANIC.

Do NOT attempt to force open the doors or crawl out of an elevator stuck between floors.



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FIRE PROCEDURES

1. **Close the door leading to the source of the fire.**
2. **CALL 9-1-1 and state the following information:**
 - r There is a fire emergency.
 - r Give the building name and address: Northland Center
3500/3600 American Boulevard West
Bloomington, Minnesota
 - r Provide the floor number and location.
 - r Explain what type of fire it is and the details you know.
3. **Call NorthMarq at (952) 831-1001 and state the following information:**
 - r You have called 9-1-1 and reported a fire emergency.
 - r Give them the same information provided to 9-1-1. (See #2 above.)
4. If the fire/smoke alarms go off, evacuate the building immediately. Close office doors as you leave, but do not lock them. Follow the exit signs to the nearest stairwell, and exit the building on the ground or lower levels. Building exits will be marked with exit signs. It is important to move away from all entrances, fire lanes, and the loading dock area, as well as the parking decks. The fire department and/or personnel will notify tenants when it is safe to return to the building.
5. **DO NOT TAKE THE ELEVATORS !!**
(In an emergency, elevators will be available only to the fire department.)
6. If heavy smoke is present, stay near the floor where the air is better. Take short breaths and breathe through your nose.
7. Proceed to the first floor or lower level, then to the nearest exit.
8. Once outside, move as far away from the building as possible. Please stay clear of building entrances since fire and emergency personnel will use these.
9. **DO NOT try to fight the fire.**

Fire sensing devices are strategically located on each floor. When you hear the fire horns, the following will automatically and simultaneously take place:

- The “siren” fire horns will sound.



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- The elevator cars are automatically called to the ground floor or lower level and open up. Elevators will remain there until released by the fire department.



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INTRUDERS/SUSPICIOUS PERSONS

1. Inquire if you can help.
2. Note the location and description of intruder/suspicious person or activity.
3. **Call 9-1-1. Try to keep track of where the person is going. Try to get license number make/model of car if the person gets into a car.**
4. Notify the building management office at (952) 831-1001.
5. Remember as many details about the intruder(s) as you can.



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MEDICAL EMERGENCY OF AN EMPLOYEE OR VISITOR

1. **CALL 9-1-1.**
2. **State the following information:**
 - a) You need medical assistance.
 - b) Building name and location: Northland Center
3500/3600 American Boulevard West *and* Suite
Number
Bloomington, Minnesota 55431
 - c) Type of illness or injury.
 - d) Individual's present condition. You may be asked to stay on the phone for pre-arrival information.
3. **Call NorthMarq at (952) 831-1001 and state the following information:**
 - a) You have called 9-1-1 and have requested medical assistance.
 - b) Inform them of the same information provided to 9-1-1. (See 2. above.)
 - c) Your name and individual's name, if known.
 - d) **DO NOT** move the injured person unless their position is causing more harm. Do try to make them comfortable and reassure them.
 - e) If possible, have someone from your company meet the emergency crew at the front door of the building to quickly direct them to the injured person.



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POWER FAILURE

In the event of a power outage, the building will have designated emergency lighting throughout the building.

1. In the event of a power failure in your space or in the building, call NorthMarq immediately at (952) 831-1001.
2. Open draperies and raise blinds to let in all available ambient light.
3. If you are trapped in an elevator during a power failure, **DO NOT PANIC**. Open the phone box and press the button. It will automatically call the elevator service company and report to them that you are trapped.

Do NOT attempt to force open the doors or crawl out of an elevator stuck between floors.

4. If you are instructed to evacuate, do so immediately. Return to the building when instructed by the proper authorities.
5. **DO NOT** congregate in the lobby, atrium areas, or at the building entrances. Emergency personnel may use these areas.

*Keep the following supplies on hand in case of an outage:
working flashlight, battery-powered radio, extra batteries, and extra flashlight bulbs.*



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RIOT / PUBLIC DISTURBANCES

1. Immediately report any riot or public disturbance to 9-1-1.
2. Provide the following information:
 - r Building name and address: Northland Center
3500/3600 American Boulevard West
Bloomington, Minnesota
 - r Your company name and suite number.
 - r Your name.
3. ***Do NOT*** get involved.
4. If you are able to move to a safe area, you should do so immediately.
5. Stay calm.



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THEFT

**FIRST CALL 9-1-1 IF A THEFT IS IN PROGRESS
AND/OR THE INDIVIDUAL IS STILL ON THE PREMISES.**

1. If the theft is discovered at a later date, the police should be contacted using a non-emergency number. The Bloomington Police Department can be contacted 24-hours, everyday, at (952) 563-4900 or (952) 563-8804.
2. Call the property management office at (952) 831-1001 to report the details of the theft.
3. It is important that a police report is completed and filed.
4. Please send a copy of the police report to the NorthMarq management office at 3500 American Boulevard West, Bloomington, Minnesota 55431.

It is very important that reception areas are attended at all times. If a reception area is going to be vacant, even for a short period of time, please secure the front door to your office.

All valuables should be kept in a locked office or other secure location.



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TORNADO WARNING / SEVERE WEATHER

Hennepin County Emergency Management will issue the severe weather warning by radio or outdoor warning sirens.

Action to take:

1. Notify your staff (you should have emergency team leaders to do this)
2. Move away from the perimeter of the building and exterior windows.
3. Leave the exterior offices and close the door behind you.
3. Seek shelter in the stairways, as they are the safest areas, followed by the corridors and interior offices. Go to the lowest level of the building via the stairway.

DO NOT TAKE THE ELEVATORS !!

4. Sit down and protect yourself by putting your head as close to your lap as possible or kneel, protecting your head.
5. Assign people within your office to make certain that all members of your staff have vacated safely.

If you are in transit in the building:

6. Take the stairwell to the ground floor for shelter.
7. **Do NOT** go outside the building.

If you are caught in a perimeter office:

8. Seek protection under a desk.
9. Remain in these areas until the National Weather Service issues the "all clear"; or your emergency team leader advises that the threat is gone.



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YOUR COMPANY PLAN

Your company should have its own emergency procedures program. We recommend that you update it regularly and not less than annually.

Areas to be covered should include, but not be limited to:

1. Assigning an Emergency Team Leader and Alternate Team Leader to evacuate your office and to ensure all employees have been evacuated safely.
2. Regularly reviewing of your company emergency program.
3. Regularly reviewing Northland Center building emergency recommendations.
4. Posting floor evacuation maps.
5. Designating meeting place. The company coordinator should take a head count once everyone has reached the meeting place.
6. Awareness of optional exit(s).
7. Switchboard training on proper emergency procedures. Maintain a bomb threat checklist at your switchboard. Have a weather alert radio on the receptionist desk.
8. Compiling and maintaining a list of your staff members' emergency telephone numbers.

Appointing key members of your staff as emergency team leaders. Emergency team leaders should be familiar with emergency procedures and trained to ensure that your staff is fully evacuated during severe weather or fire emergencies. Fire monitors can also be assigned to assist handicapped staff members and visitors in evacuating the building.



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QUESTIONS?

... CALL PROPERTY MANAGEMENT.

Please feel free to contact NorthMarq at (952) 893-8886 with any questions you may have.

We will continue to provide you with updates and keep you informed on the most current information.

At NorthMarq, our commitment to quality customer service drives us to implement the best possible solutions for property owners, investors, and tenants.



NORTHLAND CENTER
General Building Information

PERSONNEL & TELEPHONE NUMBERS

NORTHMARQ..... (952) 831-1000
3500 American Boulevard West, Bloomington, Minnesota 55431

MAINTENANCE DISPATCH..... (952) 831-1001
NORTHMARQ
Bloomington, Minnesota 55431

*For maintenance issues (e.g. temperature changes needed, light bulb replacement, etc.)
Monday – Friday, 8:00 AM-5:00 PM*

NORTHLAND CENTER – PROPERTY MANAGEMENT (952) 831-1001
3500 American Boulevard West, Bloomington, Minnesota 55431 **Fax #: (952) 837-8402**

Joan Firnhaber, Senior Property Manager..... (952) 893-8510
Diane Daniels / Operations Assistant..... (952) 893-8886
Laurie Simmons, Property Protection (952) 893-8761
Edward Archila, Building Engineer..... (952) 831-1001
Bob Brunswick, Building Maintenance..... (952) 831-1001
Jauline Perez, Day Matron..... (952) 831-1001

LEASING..... (952) 831-1000
NORTHMARQ

Dan Wicker (952) 831-1000
Bill Rothstein..... (952) 831-1000

JANITORIAL SERVICES

American Building Maintenance – Erenia Benitez (952) 820-8715

AFTER HOUR ON-SITE GUARD (ESCORT AVAILABLE)..... (952) 831-1001

Monday-Friday, 5:00 PM-8:00 AM
Saturday, & Sunday 24 Hours

BLOOMINGTON POLICE DEPARTMENT 9-1-1

BLOOMINGTON FIRE DEPARTMENT 9-1-1

EMERGENCY MEDICAL ASSISTANCE 9-1-1



NORTHLAND CENTER
General Building Information

BUILDING HOURS

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

Monday-Friday.....6:00 AM to 7:00 PM
Saturday7:00 AM to 3:00 PM
Sunday & HolidaysClosed

We observe the following holidays:

- New Year's Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Christmas Day

Employees with building access cards may enter the building 24 hours a day. A building access card can only be issued by the management office. To receive a building access card, a request form must be completed and turned in to NorthMarq' property protection department by your office manager. See Form B in the forms section of this handbook.



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General Building Information

DELIVERIES

In order to provide the highest possible level of service for tenants of Northland Center, a reservation system for the loading dock is outlined below.

- r Daytime deliveries are limited to one-half hour maximum.
- r Any deliveries over one-half hour must be scheduled with NorthMarq. Major deliveries can be made from 5:00 PM until 8:00 AM, Monday through Friday, and anytime on Saturday or Sunday. For reservations, please call Diane Daniels, at (952) 893-8886, at least 48 hours in advance of your delivery.
- r Handcart deliveries must be made through the loading dock area only. ***Under no circumstances should your vendors or employees bring handcarts through the glass doors of the main lobby of the building.*** Please inform your couriers and delivery companies of this policy.
- r Please use the freight elevator.
- r Delivery vehicles should refrain from parking in the fire lanes in front of the buildings. Small delivery vehicles may park in the designated delivery parking spaces; larger delivery trucks should be directed to the loading dock. Please inform couriers and delivery companies of this policy.



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General Building Information

ELECTRONIC CARD ACCESS

In order to control access after-hours to Northland Center, we have installed an electronic card access system, which controls and monitors off-hour access to the building. Access is by a key card during the following hours:

NORTHLAND CENTER

Hours

Monday - Friday – *Before 7:00 AM and After 7:00 PM*

Saturday – *Before 7:00 AM and After 3:00 PM*

Sunday and Holidays – 24 Hours

NorthMarq, or your facilities manager, provides each tenant with access cards, which are then assigned, by the tenant, to specific employees. Each employee is responsible for his/her own access card. *Transfer of access cards among employees is prohibited.*

If an employee loses his/her access card, please report it to NorthMarq immediately to ensure the security of the building and all tenants. When an access card is reported lost or stolen, it is immediately deleted from the computer memory, rendering it useless for future access.

Replacements may be obtained from NorthMarq for a \$20.00 charge per access card. A printed record of each access card's use, detailing times, doors opened, dates, etc., may be obtained from NorthMarq upon request. There is typically a cost associated with obtaining this report. Please contact the property protection office at (952) 893-8867 for details.

It is your responsibility as a tenant to notify building management of necessary name changes, additions, or deletions to and from the system. These changes can be faxed directly to Linda Maher, of property protection, at (952) 820-8706 on the "Fax Transmittal/Access Card Programming Request" form included in the Forms section of this handbook (Form B). Please provide one of the following for security purposes: the last four digits of the employee's social security number; the employee's date of birth (m/d/y), or the employee's company ID number. It is very important that each tenant knows which employee is holding a given access card in order to utilize the aforementioned features. Please allow 48 hours notice for any changes. A letter of authorization must accompany all change requests.



NORTHLAND CENTER

General Building Information

KEYS

Each tenant receives keys to their suite at move-in.

All dispersed keys are the responsibility of the tenant. In the event keys are lost or misplaced, or if you need additional keys, please fax your request on your company letterhead to (952) 893-8886, attention Suzan Carpenter. If you desire to have a suite entry changed, please contact Suzan Carpenter at (952) 893-8886 to make arrangements. All locksets must be keyed to the building master key system to permit access to all areas of the building by the property management or other officials in the event of a fire or other emergency.

All costs associated with additional keys, re-keying, or additional locksets will be billed separately to each tenant.



NORTHLAND CENTER

General Building Information

MOVE-IN / MOVE-OUT PROCEDURES

Moving and all necessary related arrangements are the responsibility of the tenant. NorthMarq will assist in every way possible to make the move into your new office space as easy and convenient as possible.

Please schedule all moves with the property management office at least one week in advance.

All moves and major deliveries must take place before or after normal business hours.

1. Please inform us of your moving contractor and have your agent call to set up a meeting with us as soon as possible to discuss the proper move-in procedures and review the current conditions of the building elevators and common corridors.
2. The moving contractor must furnish a current Certificate of Insurance prior to the move. This certificate should name NorthMarq LLC as the certificate holder and as additional insured:
3. In accordance with your lease, your company will need to furnish property management with a Certificate of Insurance naming the respective entity listed above as additional insured, and showing proof of liability and hazard coverage with the specified amount that is listed per your lease agreement.

To protect the building and its tenants and their clients, procedures must be adhered to:

1. To assure no inconvenience to existing tenants, moves/deliveries must take place before or after normal business hours.
*Before 8:00 AM or after 5:00 PM, Monday-Friday or on weekends.
No exceptions will be allowed.*
2. Tenant must notify building management of the date and time of the move. Moves will not be allowed without prior notification.
3. A moving company representative must visit the site prior to the scheduled move to determine the elevator equipment required.



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MOVE-IN / MOVE-OUT PROCEDURES

(cont'd.)

4. Please have at least one representative from your company supervise your move and the moving company's activities throughout the entire move.
5. The building will provide pads in the elevators. The moving contractor is expected to put protective material over hard floor surfaces and at the elevator corners. All hard surface floors must be covered with masonite panels. This includes all elevators and lobbies.
6. All moves must take place through the loading dock only.
***** No moves will be allowed through the building's main entrance. *****
7. Movers should use the freight elevator only, when applicable.
8. Under no circumstances can any furniture, moving equipment, (i.e. dollies, boxes, etc.) be left in the elevator lobbies or hallways unattended.
9. All movers and delivery personnel must obey all building rules and regulations. There is no smoking permitted in the building. Points of egress must not be blocked or obstructed at any time.
10. Any and all cardboard packaging and similar items must be removed by the moving/delivering company.
11. If damage occurs to any of the common areas or elevator walls during the move, or any other type of damage, the Tenant will be held responsible for payment of any necessary repairs.
12. Please advise the property manager of any safes or other bulky items prior to moving them into the building. Management reserves the right to prohibit or impose conditions upon the installation of such objects which might overload the building's floor bearing capacity.



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MOVE-IN / MOVE-OUT PROCEDURES

(cont'd.)

Please complete and return to building management the following information at least ten days in advance of your move-in date. (See Section D – Forms.)

- r Emergency Notification List (Form A)
- r Building Card Access Request (Form B)
- r Suite Signs & Directory Strips (Form C)

Please return the completed forms to:

Diane Daniels

NorthMarq

3500 American Boulevard West, Suite 200

Bloomington, Minnesota 55431

PHONE: (952) 893-8886 – FAX: (952) 820-8750



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General Building Information

PARKING

Employee Parking

Northland Center has free above ground parking for employees and guests. There is a free two-story parking ramp located on the west side of the building, and a small area of free parking located under the ramp on the southwest side of the 3600 building (entrance to this parking is through the first entrance on the southwest side of the building). Parking in the ramp or conditioned garages are by Lease only. Contact NorthMarq at 893-8886 for information regarding paid parking.

Visitor Parking

Visitor parking is provided for your visitors and clients with a two-hour limit. Vehicles parked longer than the two-hour limit will be SUBJECT TO TOWING WITHOUT WARNING AT THE OWNER'S EXPENSE. WE WILL ENFORCE THIS RULE!

Climate Controlled Secured Parking

A limited number of climate-controlled security parking stalls are available for a monthly charge. Contact NorthMarq for more information. Entering is controlled by the same electronic card access as the building. Cardkeys will be programmed specifically for entrances to this area.

Lock Your Car

A limited amount of after-hours security is provided for your safety. However, NorthMarq cannot be held responsible for theft, loss or damage to vehicles or their contents. We encourage you to remove radar detectors and other items of value from your vehicle.

An after-hours escort service from the building to your car is available for your safety and comfort. See page B1 on building security for details of this service.

Overnight Parking

Overnight parking is not allowed.

Maintenance

The parking ramp is swept periodically. Please help us keep the facility clean by using the trash containers at the entrances to the building.



NORTHLAND CENTER

General Building Information

PROPERTY PROTECTION

Emergency Notification Names

We request that each tenant provide NorthMarq with names and home telephone numbers of the tenant's employees who should be notified in case of an after-hours emergency in your office. All telephone numbers will be held in strict confidence. Please complete Form A (see the Forms section of this handbook) and return it to NorthMarq via fax at (952) 893-8886. It is the tenant's responsibility to inform property management of any changes to their after-hours contact list.

Security Patrols

Providing a safe working environment at Northland Center is a top priority. Security officers patrol the complex from 6:00 p.m. through 8:00 a.m., Monday-Friday, and 24 hours Saturday and Sunday. The officers will check suite doors, but will not enter tenant suites unless the doors are found unlocked or suspicious circumstances are encountered. The guards are available to escort tenants to their vehicles or to respond to any issues or concerns. The on-site security guard can be reached during the previously stated hours by calling (952) 831-1001.

SMOKING POLICY

In accordance with the Minnesota Clean Air Act, all common areas, corridors, stairwells, rest rooms, and other public areas are designated non-smoking. This includes all entrances to the building.

ALCOHOL POLICY

Liquor is allowed in the building for our tenants holding an event with the following provisions. A standard certificate of insurance showing NEOC Holdings, LLC, NorthMarq Real Estate Services, LLC and United Properties Investment, LLC as additional insured. NEOC Holdings must be named the certificate policy holder. This information should be emailed to Diane Daniels at diane.daniels@northmarq.com or faxed to 952-893-3635 prior to the event.

SOLICITING

For the convenience and protection of our tenants, soliciting, selling, petitioning and posting of signs is strictly prohibited. If a tenant observes any of these activities in the building, please inform the solicitor that such activities are not permitted in the building.



NORTHLAND CENTER

General Building Information

SUITE SIGNS & DIRECTORY STRIPS

Tenant suite signs and company identification strips for the building directory are ordered from NorthMarq prior to your move-in. Building management furnishes the original suite sign and one directory strip at no cost to you. To place an order for your suite signage and for the directory strip, *please complete the information requested on Form C (see the Forms section of this handbook) and fax this form to Diane Daniels at (952) 893-3635.*

It is important to indicate exactly how the company or individual names and abbreviations should appear. Please furnish this information as soon as possible, as production lead-time is four to six weeks.



NORTHLAND CENTER
General Services

HAZARDOUS WASTE

NorthMarq believes providing a healthy environment is important for our clients. We will continue to respond to environmental regulations set forth in our industry.

To prevent an environmental emergency, we request your assistance with the following preventive measures.

1. Read all labels and containers thoroughly.
2. Follow the proper directions for use and storage.
3. **Do not** mix unknown substances.
4. **Do not** dispose of hazardous materials with regular trash.

If you are in search of the proper disposal guidelines, suspect contamination, or have questions, contact the property management office or the Hennepin County Environmental Protection Division at (612) 348-8100.

Please also refer to your lease for proper notification requirements.

HEATING, VENTILATING, AND AIR CONDITIONING

(HVAC)

NorthMarq takes great pride in providing a comfortable environment for you and your employees. We are committed to a quick response to your heating or air-conditioning concerns. Given the state-of-the-art building automation system we employ, we are able to achieve the maximum comfort level at the lowest cost.

Once again, should you have any requests, please do not hesitate to call.

Overtime heating or air-conditioning is available at your request for an additional charge. Please make your request as far in advance as possible, but not less than 48 hours. For heating and cooling concerns, call dispatch at (952) 831-1001.



NORTHLAND CENTER

General Services

JANITORIAL SERVICE

NorthMarq and American Building Maintenance (ABM) operate a large janitorial staff at Northland Center. This includes both day and night employees. Staff during the day keep the building entrances and rest rooms clean, and are also available to respond to tenant issues. The night crew is responsible for cleaning the building common areas and tenant spaces. Please do not hesitate to contact the property management office at (952) 893-8886 with any questions or concerns.

Listed below is a brief overview of services that are routinely provided.

- ✓ Mop all tile flooring in office spaces as necessary, not less than twice a week.
- ✓ Vacuum carpeted areas (rugs) moving light furniture, other than desks, file cabinets, etc.
- ✓ Dust, wipe and polish clean all furniture, fixtures, desk equipment, displays, telephones, files (top, front and sides), windowsills and blinds with specially treated cloths.
- ✓ Sweep and wash lavatory and shower room flooring. Wash and polish mirrors, clean toilets (including seats, piping, and hinges), urinals, and basins.
- ✓ Empty and clean wastepaper baskets, ashtrays, receptacles, etc.
- ✓ Clean sidelight glass as necessary.
- ✓ Clean all sinks and countertops in kitchens, checking under sink areas for trash and cleaning as necessary.
- ✓ Spot clean all partitions and partition glass.

In the event services are not to your satisfaction, please call NorthMarq 952-893-8886 so that we may respond to your needs in an efficient and effective manner. On a regular basis, Erenia Benitez will solicit your comments on the cleaning performance which is then turned in to NorthMarq. Please be explicit in your evaluation as this is a tool to help everyone.

Additional Services Available

The following is a list of other services, which are NOT part of the daily service. These services can be arranged through the building contractor, American Building Maintenance, at an additional charge. Please contact the management office for details.

1. Carpet shampooing.
2. Vacuum and/or shampoo cleaning of upholstered furniture.
3. Washing of office furniture (*telephones, wastebaskets, chair mats, chalkboards, lunchroom, etc.*)
4. Wall or ceiling washing in tenant or common areas.
5. Washing interior glass.



NORTHLAND CENTER

General Services

LIGHTS

Please report burned out lights to NorthMarq at (952) 831-1001. Maintenance personnel will be sent to replace the bulbs. There is no charge to replace *building standard* light bulbs.

Please remember to turn off lights to conserve energy.

MAIL SERVICES

Mail Pick-up

Northland Center's mail is delivered from the Penn James Branch Post Office. The postman generally arrives in the buildings between 10:30 and 11:00 a.m. The number for the post office is 952-881-8094.

Outgoing Mail

An outgoing mail drop is also located on the first floor and lower levels of both buildings. Daily pick-up time is scheduled for 3:00 p.m. and 4:30 p.m., Monday through Friday.

Mailing Address

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

3500 / 3600 American Boulevard West, Suite XXX
Bloomington, Minnesota 55431

Express Boxes

A Federal Express drop box is provided for your convenience on the lower level of the 3500 Building, located by the pay phones. There is also a UPS Next Day drop box on the lower level of the 3600 building, located by the pay phones. The scheduled pick-up times are posted on the boxes.

MAINTENANCE

In the event maintenance problems arise within your space or in the building common area, please notify NorthMarq at (952) 831-1001. Give the maintenance coordinator your name, company address, company name, suite number, and the nature of the problem. Maintenance personnel will be sent to assist you as soon as possible.

You can also fax these requests to (952) 893-8220.



NORTHLAND CENTER

General Services

Maintenance personnel are equipped to maintain lighting, plumbing, electrical, cooling and heating, door and lock problems.

RECYCLING PROGRAM

As with many corporations across the nation, NorthMarq is concerned with the environment. In an effort to minimize both recycled waste and trash removal expenses, we offer a complete office-recycling program. Your office paper, glass and aluminum may be discarded in the appropriate containers. For more information or containers, please contact property management at (952) 893-8886. Phone books are recyclable; please contact the management office at (952) 893-8886 to arrange for pick-up.

TRASH REMOVAL

The janitorial staff will remove trash from normal every-day office operations nightly. Furniture and equipment carts or crates cannot be handled by the building or janitorial staff and must be removed by the tenant's supplier. Please be sure to make the necessary arrangements with your supplier prior to the delivery of furniture and equipment.

Trash labels are provided by the janitorial contractor for items too large for wastebaskets. Please contact the management office at (952) 893-8886 for additional labels.

CONFERENCE ROOMS

Northland Center offers conference rooms for your use. The use of a microphone, TV/VCR, overhead projector, screens, flip charts, easels, podium, two pull down screens and phone can be provided by reserving the equipment when the conference room is reserved. Reservations are made on a first-come, first-serve basis at (952) 831-1000.

FITNESS/WORKOUT CENTER

The Fitness Center is available to all tenants at Northland Center through the Northland Fitness Center. The Fitness Center is located in the lower level of the 3600 building. Please contact the Fitness Center at (952) 893-8865 for information about membership.



NORTHLAND CENTER
General Services

RETAIL SERVICES

Northland Center's concourse level has some retail service amenities for your use.

Isabella's	Breakfast and lunch five days a week, freshly baked cookies and muffins, frozen yogurt, gourmet coffee, catering available
Northland Gift Shop	Candy, tobacco, cards, magazines, gifts, flowers, dry-cleaning, film and photo finishing
Style Gallery	Full-service men's and women's hair care

SATELLITE

Muzak has a satellite dish located on the roof of the building. Tenants can subscribe to music services through Muzak. For further details and costs, please contact Muzak at (612) 424-5533.

CABLE TELEVISION

Northland Center offers cable television through Paragon Cable. For information on installation or rates, please contact our property management department at 952-831-1001.



NORTHLAND CENTER

Forms

- r Emergency Notification List (Form A)
- r Building Access Card List (Form B)
- r Suite Signs & Directory Strips (Form C)
- r Access Card Programming Request (Form D)



NORTHLAND CENTER

EMERGENCY NOTIFICATION LIST

FORM A

In order to maintain accurate records for lease administration and emergency purposes, we will need the following information from you. This information will remain confidential. Please provide the information requested below by fax or mail, as soon as possible. Thank you for your cooperation.

Diane Daniels
NorthMarq
3500 American Boulevard West, Suite 200
Bloomington, Minnesota 55431
FAX: (952) 893-3635

TENANT INFORMATION

Company Name: _____ **Suite #:** _____

General Office Phone #: _____

General Office Fax #: _____ **Number of Employees On-site:** _____

Primary Contact: _____ **Direct Dial:** _____

Secondary Contact: _____ **Direct Dial:** _____

After-Hours Emergency Contact(s): _____ **Home Phone #:** _____

1. _____

2. _____

Notices, if different than above information, should be sent to:

Name: _____

Title: _____

Mailing Address: _____

Will you have a security alarm on your suite? YES NO

If applicable:

Security Company Name: _____

Contact Name: _____



NORTHLAND CENTER

Phone: _____

BUILDING ACCESS CARD LIST

FORM B

Please provide *one* of the following, for security purposes, for each individual requiring a building access card:

- r The last four digits of the cardholder's social security number [S.S.#];
- r The cardholder's s date of birth (m/d/y) [B/D]; or
- r The cardholder's company ID number [ID #].

It is very important that each tenant knows which employee is holding a given access card in order to utilize the aforementioned features. Your building access card list should be forwarded to property management by fax or mail, as soon as possible. Please allow 48 hours notice for any changes. A letter of authorization must accompany all change requests.

Thank you.

Laurie Simmons
NorthMarq

3500 American Boulevard West, Suite 200
Bloomington, Minnesota 55431

FAX: (952) 820-8706

Tenant _____

Tenant Suite _____ Main Company Phone _____

Authorized _____ Phone _____

Signature: _____

(Please Identify Ref. No.)

<u>Access Card Holder Name</u>	<u>Reference No.</u>	<u>SS#</u>	<u>B/D</u>	<u>ID#</u>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Tenant Move-in Information

PLEASE RETURN THIS PAGE PRIOR TO MOVE-IN



NORTHLAND CENTER

Tenant _____

Tenant Suite _____ Main Company Phone _____

BUILDING ACCESS CARD LIST

FORM B (PAGE 2)

Tenant _____

Tenant Suite _____ Main Company Phone _____

Authorized _____ Phone _____

Signature: _____

(Please Identify Ref. No.)

<u>Access Card Holder Name</u>	<u>Reference No.</u>	<u>SS#</u>	<u>B/D</u>	<u>ID#</u>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Tenant Move-in Information

PLEASE RETURN THIS PAGE PRIOR TO MOVE-IN

NORTHLAND CENTER

Tenant _____

Tenant Suite _____ Main Company Phone _____

_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SUITE SIGNS & DIRECTORY STRIPS

FORM C

Tenant suite signs and company identification strips for the building directory are ordered from NorthMarq prior to your move-in. Building management furnishes the original suite sign and one directory strip at no cost to you.

To place an order for your suite signage and for the directory strip, *please complete the following required information and fax this to Diane Daniels at (952) 893-3635* It is important to indicate exactly how the company or individual names and abbreviations should appear. Please furnish this information as soon as possible, as production lead-time is four to six weeks.

Tenant Name: _____

Tenant Suite Number: _____ Main Company Phone Number: _____

Primary Contact Person: _____ Phone Number: _____

TENANT SUITE SIGN TO READ:

*(Please **print** or **type** in upper and lower case letters exactly what you wish to appear on your suite sign, including **all** punctuation.)*

Line 1. _____

Line 2. _____

Line 3. _____

Line 4. _____

Line 5. _____

Tenant Move-in Information

PLEASE RETURN THIS PAGE PRIOR TO MOVE-IN



NORTHLAND CENTER

LOBBY DIRECTORY STRIP TO READ:

Please **print** or **type** in upper and lower case letters exactly what you wish to appear on the lobby directory, including **all** punctuation.).

Tenant Authorization

____/____/____
Date

NORTHLAND CENTER

Maps & Attachments

- List of restaurants within 2-mile radius
- List of hotels/motels within a 2-mile radius
- Allied's Comprehensive Co-mingled Recycling Program



NORTHLAND CENTER

[Afghan Restaurant](#) (952) 888-5824 929 W 80th St, Bloomington, MN
[Green Mill Restaurant](#) (952) 884-9898 1201 W 94th St, Bloomington, MN
[Ciao Bella](#) (952) 841-1000 3501 Minnesota Dr, Bloomington, MN
[Fuddruckers](#) (952) 835-3833 3801 Minnesota Dr, Bloomington, MN
[Bakers Square Restaurant & Pie](#) (952) 881-4080 611 W 98th St, Bloomington, MN
[Perkins Restaurant & Bakery](#) (952) 831-8855 4201 W 78th St, Bloomington, MN
[Woolley's Restaurant](#) Merchant verified (952) 854-1010 7901 34th Ave S, Bloomington, MN
[Timber Lodge Steakhouse Restaurants](#) (952) 881-5509 7989 Southtown Ctr, Bloomington, MN
[Olive Garden Italian Rstrnt](#) (952) 831-4044 4701 W 80th St, Minneapolis, MN
[Via Cafe & Bar](#) (952) 928-9500 6740 France Ave S, Edina, MN
[Crave](#) (952) 697-6000 3520 W 70th St, Edina, MN
[Cheesecake Factory](#) (952) 653-3333 2715 Southdale Ctr, Edina, MN
[PF Chang's China Bistro](#) (952) 926-1713 2700 Southdale Ctr, Edina, MN
[Maggiano's - Minneapolis](#) (952) 285-4339 2685 Southdale Ctr, Edina, MN
[Big Bowl](#) (952) 928-7888 3669 Galleria, Edina, MN
[Romano's Macaroni Grill](#) (952) 844-0084 7651 France Ave S, Edina, MN
[Kozy's Steaks & Seafood](#) (952) 224-5866 3220 Galleria, Edina, MN
[California Pizza Kitchen](#) (952) 924-3000 1690 Southdale Ctr, Edina, MN
[Chez Daniel Bistro](#) Merchant verified (952) 888-4447 2800 American Blvd W, Bloomington, MN
[Twin City Grill](#) (952) 854-0200 130 N Garden, Bloomington, MN
[Wally's Roast Beef](#) (952) 884-4349 2113 W 90th St, Bloomington, MN
[Joe Senser's Grill-Sports Bar](#) (952) 835-1191 4217 American Blvd W, Bloomington, MN
[Majors Sports Cafe](#) (952) 835-8308 8301 Normandale Blvd, Bloomington, MN
[California Cafe Bar & Grill](#) (952) 854-2233 368 S Avenue, Bloomington, MN
[Ruby Tuesday](#) (952) 854-8282 234 N Garden, Bloomington, MN
[Applebees Neighborhood Grill & Bar Bloomington](#) (952) 881-8845 7901 Southtown Ctr, Bloomington, MN
[Kincaid's - Bloomington](#) (952) 921-2255 8400 Normandale Lake Blvd, Bloomington, MN
[Jimmy John's Gourmet Sandwich](#) (952) 884-6900 605 W 98th St, Bloomington, MN
[Bruegger's Bagel Bakery](#) (952) 703-0443 7801 Southtown Ctr, Bloomington, MN
[Outback Steakhouse](#) (952) 854-1950 1321 E 78th St, Bloomington, MN
[Napa Valley Grille](#) (952) 858-9934 200 W Market, Bloomington, MN
[Rainforest Cafe](#) (952) 854-7500 102 S Avenue, Bloomington, MN
[TGI Friday's](#) (952) 854-5112 2201 Killebrew Dr, Bloomington, MN
[Chili's Grill & Bar](#) (952) 831-1201 7801 Normandale Blvd, Bloomington, MN
[Tucci Benucch-Bloomington](#) (952) 853-0200 114 W Market, Bloomington, MN
[Chevy's Fresh Mex](#) (952) 814-9555 2251 Killebrew Dr, Bloomington, MN

NORTHLAND CENTER

Hampton Inn Minneapolis/Bloomington (Airport Area)

4201 American Blvd. W.,
Bloomington, Minnesota, USA 55437-1120
Tel: +1-952-835-6643 Fax: +1-952-835-7217

Sheraton Bloomington Hotel, Minneapolis Southth

7800 Normandale Blvd.
Minneapolis, Minnesota 55439 ·
Phone (952) 835-7800 · Fax (952) 893-8419

The Westin Edina Galleria

3201 Galleria
Edina, Minnesota 55435 ·
Phone (952) 567-5000 · Fax (952) 567-5010

COUNTRY INN & SUITES BY CARLSON-BLOOMINGTON: ATMALL OF AMERICA

2221 Killebrew Drive , Bloomington, MN 55425
Reservations: (888) 201-1746 US Toll Free
Telephone: (952) 854-5555 **Fax:** (952) 854-5564

Hilton Minneapolis/Bloomington

3900 American Blvd West, Bloomington, Minnesota, United States 55437
Tel: 1-952-893-9500 Fax: 1-952-835-8389

Embassy Suites Minneapolis - Airport

7901 34th Avenue South, Bloomington, Minnesota, United States 55425
Tel: 1-952-854-1000 Fax: 1-952-854-6557

COURTYARD MINNEAPOLIS BLOOMINGTON

7800 Bloomington Avenue South
Bloomington, Minnesota 55425
Phone: 952-876-0100
Fax: 952-876-0589

RESIDENCE INN MINNEAPOLIS EDINA

3400 Edinborough Way
Edina, Minnesota 55435
Phone: 952-893-9300
Fax: 952-893-9885

Tenant Move-in Information

PLEASE RETURN THIS PAGE PRIOR TO MOVE-IN

Mixed Recycling Container

Yes! Please Recycle these Items:

- All Office Papers (colored paper too)
- Catalogs & Magazines
- All Junk Mail & Envelopes
- Cardboard (please flatten the boxes)
- Newspapers and Newspaper Inserts
- Boxboard (like cereal & cracker boxes)
- Brown Paper Bags (grocery type)
- Aluminum Cans
- Tin and Steel Cans
- Glass Jars & Bottles
- Phone Books
- Plastic Bottles (with necks only)

NO! DO NOT Recycle these Items:

(All of these items go in the Garbage Container)

- No Plastic Bags
- No Food Waste
- No Overnight Shipping Envelopes
- No Shrink Wrap
- No Pizza Boxes
- No Foam Packaging Peanuts
- No Waxy/Paper Milk Cartons
- No Aluminum Foil
- No Plastic Cups & Silverware
- No Aerosol Cans
- No Plastics other than Bottles
- No Garbage or Yard waste Material
- No Pallets



NORTHLAND CENTER

QUESTIONS?

... CALL PROPERTY MANAGEMENT.

Please feel free to contact NorthMarq at (952) 893-8886 with any questions you may have.

We will continue to provide you with updates and keep you informed on the most current information.

At NorthMarq, our commitment to quality customer service drives us to implement the best possible solutions for property owners, investors, and tenants.

