



**Woodbury Office Plaza
Tenant Handbook**

TENANT HANDBOOK

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Accident or Illness

1. Call 911 and state the following information:
 - a. You need medical assistance
 - b. Location:
 - Building name: Woodbury Office Plaza
1811 Weir Drive
 - Suite number:
 - c. Type of illness or injury
 - d. Individual's present condition

2. Call NorthMarq Real Estate Services at 952.831.1001 from a safe place and state the following information:
 - a. You have called 911 and requested medical assistance
 - b. Location:
 - Building Name: Woodbury Office Plaza
1811 Weir Drive
 - Suite Number: Your name and individual's name, if known
 - c. Try to make the individual comfortable, but do not move them

Bomb Threat

1. Keep caller on the phone as long as possible, find out and record as much information as you can, i.e.:
 - a. Caller's intent, timing of bomb, location
 - b. Age
 - c. Sex
 - d. Accent or slang used
 - e. Background noise

2. Call 911 and state the following information:
 - a. You have received a bomb threat
 - b. Location:
 - Building name: Woodbury Office Plaza
1811 Weir Drive
 - Your company's name:
 - Suite number:
 - Your name:

3. Call NorthMarq Real Estate Services at 952.831.1001 from a safe place and state the following information:
 - a. You have received a bomb threat
 - b. Your building name and suite number
 - c. Your name

Elevator

In the case of an elevator emergency, proceed as follows:

1. Open the telephone panel
2. Lift the receiver. When the monitoring service answers, give the following information:
 - Building name: Woodbury Office Plaza
 - Floor number, if possible
3. Elevator number located inside the telephone panel door
4. Remain on the telephone with the monitoring service
5. DO NOT try to force open the elevator door

WHAT WILL HAPPEN NEXT

1. An elevator technician will respond
2. Elevator technician will be in communication with you by phone, elevator speaker system or from outside the elevator
3. You will be assisted as soon as possible

Evacuation

If evacuation becomes necessary, proceed as follows:

1. Form a line in the corridor leading to stairwells
2. Proceed by stairwell out of the building
3. Proceed away from the building to the east and out of the parking lot - Stand by for further instructions

DO'S

1. Use stairwells to evacuate
2. Assist in moving individuals with special needs to stairwell landings
3. Be prepared to merge with people evacuating from other floors
4. Watch for fire fighters coming up stairwells to handle the emergency

DONT'S

1. DO NOT go to the elevators - they will not respond
2. DO NOT run or create a panic
3. DO NOT return to your office until the "ALL CLEAR" is given

WHAT WILL HAPPEN NEXT

1. Emergency personnel will assist individuals with special needs
2. You may hear further evacuation announcements
3. The "ALL CLEAR" may be given to return to your office

Fire

1. Close the door leading to the source of the fire
2. Call 911 and state the following information:
 - a. There is a fire emergency
 - b. Location:
Building name: Woodbury Office Plaza
1811 Weir Drive
Suite number:
3. Call NorthMarq Real Estate Services at 952.831.1001 from a safe place and state the following information:
 - a. You have called 911 and reported a fire emergency
 - b. Location:
Building name: Woodbury Office Plaza
Suite number:
4. Evacuate out of the building using stairwells

Dealing with Biological or Chemical Threats

If you receive or encounter any suspicious material or substance:

1. Call 911 and state the following information:
 - a. Location:
Building name: Woodbury Office Plaza
1811 Weir Drive
Suite number:
 - b. Explain the situation
2. Call NorthMarq Real Estate Services at 952.831.1001 from a safe place and state the following information:
 - a. You have called 911 and reported a suspicious material/substance
 - b. Location:
Building name: Woodbury Office Plaza
Suite number:
3. The police will respond to the call and determine what the actions are necessary

In An Emergency

FIRST - CALL 911

This number provides direct access to police, fire, ambulance, and rescue assistance. If one of the following emergencies occurs at Woodbury Office Plaza, **FIRST** call **911**, then call NorthMarq Real Estate Services at 952.831.1001 from a safe place to assist in the emergency team response:

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

Power Failure

In the event of a power failure in your space, call NorthMarq Real Estate Services at 952.831.1001 immediately. Open draperies and raise blinds to let in all available ambient light.

Severe Weather

Washington County Civil Defense will issue the severe weather warning by radio or civil defense sirens. Building management may also advise you of a severe weather warning. In the event of a severe weather warning, proceed as follows:

1. Move away from the perimeter of the building and external glass
2. Leave the exterior offices and close the door behind you
3. Seek shelter in corridors and interior offices

Deliveries

Handcart Deliveries - Please note the following:

All handcart deliveries must be made through the dock entrance only; delivery through the main lobby is prohibited. Deliveries should be made using the freight elevator, located just opposite of the dock entrance.

Electronic Card Access

Access to Woodbury Office Plaza is by cardkey access after building hours.

Building Hours

Monday - Friday	7:00 a.m. – 8:00 p.m.
Saturday	8:00 a.m. - 3:00 p.m.
Sunday	Closed

NorthMarq Real Estate Services provides each tenant with cardkeys that are assigned by the tenant to specific employees. Each employee is responsible for his/her own cardkey. Transfer of cardkeys among employees is prohibited.

If an employee loses his/her cardkey, please report it to NorthMarq Real Estate Services immediately at 952.831.1001. When a cardkey 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 Real Estate Services for \$15.00 per card.

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 desire to have suite entry changed, please contact NorthMarq Real Estate Services at 952.831.1001 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 manager or other officials in the event of a fire or other emergency.

All costs associated with keys, re-keying, or additional locksets will be billed separately to each tenant. All key related requests should be submitted on company stationary and requested by an authorized representative.

Moving Procedures

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

- 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.
- Please schedule all move-ins with NorthMarq Real Estate Services at 952.831.1001 at least one week in advance. All moves must take place through the dock area of the building after 5:00 p.m. Monday through Friday, or anytime on Saturday or Sunday.
- All moves must take place using the freight elevator.
- Please have at least one representative from your company supervise your move and the moving company's activities throughout the entire move.

Parking

Employee Parking

Woodbury Office Plaza has free surface parking for employees and guests. Parking is available on a first come first serve basis.

Visitor Parking

A visitor/client area is provided in front of the building. Vehicles violating the visitor parking will be subject to towing.

Overnight and Long Term Parking

Overnight and long term parking in the surface parking lot is prohibited.

Personnel and Phone Numbers

NORTHMARQ REAL ESTATE SERVICES

952.831.1001

When calling NorthMarq Real Estate Services, please indicate that you are calling from Woodbury Office Plaza so that your call can be transferred to the appropriate manager.

Property Management

952.831.1001

Katie Jetland, Property Manager
Lynda Chayer, Senior Operations Assistant
Linda Maher, Property Protection
David Durushia, Building Engineer

952.837.8623
952.893.8826
952.883.8867
952.831.1001

Marketing

952.831.1001

Tom Stella, Leasing Representative
Eric King, Leasing Representative

651.734.2383
651.734.2385

Security

24 Hour Service Line

952.831.1001

Janitorial

ABM Janitorial Services

(612) 305-2101

Woodbury Police Department
Woodbury Fire Department
Emergency Medical Assistance

911
911
911

Signage

Tenant suite signs, directional signs and company identification strips for the building directory are ordered from NorthMarq Real Estate Services prior to your move-in. We furnish the original suite sign and one directory strip at no cost to you.

To place an order for directory strips or suite sign changes, you should submit the following information to NorthMarq Real Estate Services. The order should be on company stationary and must be signed by an authorized representative. 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 4-6 weeks. NorthMarq Real Estate Services' fax number is 952-820-8750.

Suite Sign: Company Name
Suite Number

Directional Strip: Company Name
Suite Number

Directory Strip: Company Name
Suite Number

Smoking

In accordance with the Minnesota Clean Air Act, all common areas, corridors, restrooms, stairwells and other public areas are designated non-smoking.

Soliciting

For the convenience and protection of our tenants, soliciting, selling and petitioning is prohibited. The posting of signs is not permitted without authorization from NorthMarq Real Estate Services. If a tenant observes any of these activities in the building, please inform the solicitor that such activities are not permitted in the building and notify NorthMarq Real Estate Services immediately at 952.831.1001. We will send a staff member to escort the individual from the premises.

Building Security

Building Hours

The building is open to the public between the hours of 6:00 a.m. and 9:00 p.m. Monday through Friday, 8:00 a.m. to 5:00 p.m. on Saturday, and locked on Sunday. Tenants may access the building after hours by cardkey. Cardkeys will be assigned to you upon your move in.

For your clients who are visiting after building hours, there is an after hours access telephone located in the vestibule of the main lobby.

Conference Rooms

Woodbury Office Plaza has a conference room for your use. Reservations are made on a first come, first serve basis at 952.831.1000.

Vending Room

Vending machines have been provided for your convenience and are located on the third level in our Vending Room.

Heating, Ventilation And Air Conditioning (HVAC)

NorthMarq Real Estate Services is committed to a quick response to your heating or air-conditioning adjustment needs.

To adjust the temperature in your suite, please call 952.831.1001. A building engineer will be dispatched to make adjustments.

Tenants can assist in maintaining comfortable temperatures by closing blinds on the south side of the building on sunny days.

Janitorial Service

Janitorial services are provided by ABM Janitorial Services. Listed below is a brief overview of services that are provided routinely:

- 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, windowsills as needed
- Dust window blinds, air conditioning louvers and or grills quarterly
- Sweep and wash lavatory flooring. Wash and polish mirrors, clean toilets (including seats, piping, hinges), urinals, and basins
- Empty and clean wastepaper baskets, ashtrays, receptacles, etc.
- Clean side light 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 Real Estate Services so that we may respond to your needs in an efficient and effective manner. Additional services such as carpet cleaning and furniture cleaning are available from ABM Janitorial Services for a fee. Tenants should call the ABM Janitorial Services project manager at 612-305-2101 to obtain cost estimates and request additional services.

Lights

Please report burned out lights to NorthMarq Real Estate Services at 952.831.1001. Maintenance personnel will be sent to replace fluorescent tubes. There is no charge to replace building standard lighting.

Please remember to turn off lights to conserve energy.

Mail Services/Building Address

Mail

Outgoing mailboxes are located outside of the main lobby entrance.

Incoming mail is located on the first floor, by the dock entrance. Tenants will be responsible for their own mail key for their assigned mailbox.

Mailing Address

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

1811 Weir Drive, Suite XXX
Woodbury, Minnesota 55125

Express Boxes

Express boxes are located in the Vending Room on the third floor.

Maintenance

In the event maintenance problems arise within your space or in the building common area, please notify NorthMarq Real Estate Services at 952.831.1001. Give your name, company name, suite number and the nature of the problem to the maintenance coordinator and maintenance personnel will be sent to assist you as soon as possible.

Trash Removal

Trash from normal everyday office operations will be removed nightly by the janitorial staff. Trash labels are provided by the cleaning contractor for items too large for wastebaskets.

Disposal of furniture, delivery and equipment crates, etc. is the responsibility of the tenant.

Tenant Contact Information

TO: Woodbury Office Plaza
FROM: Lynda Chayer, Senior Operations Assistant
RE: Tenant Contact Information

As the management company of Woodbury Office Plaza, we need to maintain accurate records. Please provide the information requested below and return to my attention, by fax or mail, at your earliest convenience.

Lynda Chayer, Senior Operations Assistant
NorthMarq Real Estate Services LLC
3500 American Boulevard West, Suite 200
Bloomington, MN 55431
PHONE: 952.893.8826
FAX: 952.842.2279

WOODBURY OFFICE PLAZA

COMPANY NAME _____

ADDRESS/SUITE # _____

General Office Contacts:

Contact #1 _____ Phone _____
Contact #2 _____ Phone _____
Office Fax Number: _____
Email Address: _____

Mailing Address - if different from above:

Contact _____ Phone _____
Address _____ Fax _____

After-hours Emergency Contacts:

Contact #1 _____ Phone _____
Contact #2 _____ Phone _____
Contact #3 _____ Phone _____

Do you have a Security Alarm on your suite? _____ Yes _____ No

If yes: Company Name _____ Phone _____
Contact Name _____ Phone _____