

PERSONNEL AND TELEPHONE NUMBERS

NORTHMARQ	952.831.1001
Property Management	952.831.1000
Bill Zimmerman, CPM, RPA - Vice President	952.893.8880
Emily Hughes, Assistant Property Manager	962-837-8591
Diane Daniels –Operations Assistant	952.893.8886
Dale Keena, Building Engineer	952.831.1001
Marketing	952.831.1000
Tom Stella, Vice President	651.734.2383
Eric King, Senior Associate	651.734.2385
Janitorial	
Marsden Building Maintenance	651.641.1717
Mike Hofer, Project Manager	
Edina Police Department	911
Edina Fire Department	911
Emergency Medical Assistance	911

MOVE IN PROCEDURES

Moving and all necessary arrangements are the responsibility of the tenant. NorthMarq 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.
- ◆ An insurance certificate naming NorthMarq LLC as additional insured is required of all tenant's vendors.
- ◆ Please schedule all move-ins with NorthMarq at 952.893.8886 at least one week in advance. The elevator can be scheduled after 5:00 p.m. Monday through Friday, or anytime on Saturday or Sunday.
- ◆ All moves must take place in a padded elevator.
- ◆ Please have at least one representative from your company supervise your move and the moving company's activities throughout the entire move.

DELIVERIES

In order to provide the highest possible level of service for tenants of the Doctors Professional Building, a reservation system for the freight elevator and loading dock is outlined below.

Daytime deliveries are limited to one-half ($\frac{1}{2}$) hour maximum. Any deliveries over one-half ($\frac{1}{2}$) hour must be scheduled with NorthMarq. Deliveries can be made from 5:00 p.m. until 8:00 a.m. Monday through Friday and anytime on Saturday or Sunday. For reservations, please call NorthMarq at least 48 hours in advance of your delivery at 831-1001.

SUITE SIGNS AND DIRECTORY STRIPS

Tenant suite signs and company identification strips for the building directory are ordered from NorthMarq 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 and camera-ready artwork if using a logo to Diane Daniels at NorthMarq. 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.

Suite Sign: Company Name
 Suite Number

Directory Strip: Company Name
 Suite Number

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 at 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 management 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.

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 and notify NorthMarq immediately. We will send a staff member to escort the individual from the premises.

SMOKING POLICY

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

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 in the Building, FIRST call 911, then call NorthMarq at 831-1001 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.

ACCIDENT OR ILLNESS

1. Call 911 and state the following information:
 - a. you need medical assistance
 - b. Location:
 - Building name: Doctors Professional Building
280 North Smith Avenue
 - Floor number and suite number
 - c. Type of illness or injury
 - d. Individual's present condition
2. Call NorthMarq at 952.831.1001 and state the following information:
 - a. You have called 911 and requested medical assistance
 - b. Location:
 - Building and floor number
 - Suite number
 - Your name and individual's name, if known
 - c. Try to make the individual comfortable, but do not move them.

FIRE PROCEDURES

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: Doctors Professional Building
280 North Smith Avenue
 - Floor number
 - Suite number
3. Call NorthMarq at 952.831.1001 and state the following information:
 - a. You have called 911 and reported a fire emergency
 - b. Location:
 - Building name
 - Floor number
 - Suite number
4. Evacuate out of the building. **DO NOT TAKE THE ELEVATORS!!** (Elevators will be available only to firefighters in an emergency.) In the event of a fire, the fire floor and the floor above and below will hear the fire alarm. Those floors should evacuate when the alarm is sounded.

You may hear an alarm in the stairwells, if you do not hear the alarm on your floor, you do not need to evacuate.

SEVERE WEATHER

Ramsey County Civil Defense will issue the severe weather warning by radio or civil defense sirens. Building management may also advise you of a situation over the building voice communication system. We will advise you to:

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 the stairways as they are the safest areas, followed by the corridors and interior offices.

POWER FAILURE

In the event of a power failure in your space or in the building, call NorthMarq at 952.831.1001 immediately. The buildings' emergency generator is automatically activated during a power failure and the NorthMarq Engineering staff will investigate the problem immediately. Open draperies and raise blinds to let in all available ambient light. If you are trapped in an elevator during a power failure, DO NOT PANIC. Pick up the phone; it will automatically call the elevator service company and report to them that you are trapped. The elevators will cease normal operation, but will in sequence, slowly make their way down to the first floor where the doors will open. The elevator cab WILL NOT FALL. Do not force open elevator doors or try to escape through the roof hatch.

BOMB THREAT

1. Keep caller on the phone as long as possible, finding out and recording 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: Doctors Professional Building
280 North Smith Avenue
 - Your company's name
 - Floor number
 - Suite number
 - Your name

3. Call NorthMarq at 952.831.1001 and state the following information:
 - a. You have received a bomb threat
 - b. Your floor number and suite number
 - c. Your name

MAIL SERVICES

Mail Delivery

The post office will deliver mail to your suite Monday through Saturday. .

Outgoing Mail

There are outgoing mail boxes located on the first floor and lower levels of the building. There are also mail chutes located on each floor. Daily pick-up time is scheduled for 4:30 p.m., Monday through Saturday.

Mailing Address

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

280 North Smith Avenue
Suite XXX
St. Paul, Minnesota 55102

BUILDING SECURITY

Building Hours

The elevator vestibules and ramp stairwell are open 24 hours a day, 7 days a week year round. Corridor and suite access is open to the public the following hours:

Monday – Friday	5:00 a.m. – 6:00 p.m.
Saturday & Sunday	Closed

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.

GENERAL SERVICES AND AMENITIES

Maintenance

In the event maintenance problems arise within your space or in the building common area, please notify NorthMarq 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.

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

Lights

Please report burned out lights to NorthMarq at 952.831.1001. Maintenance personnel will be sent to replace the burned out bulbs. There is no charge to replace building standard light bulbs.

Please remember to turn off lights to conserve energy.

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 complaints. 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. You may call NorthMarq for details.

Trash Removal

Trash from normal everyday office operations will be removed nightly by the janitorial staff. 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.

Janitorial Service

Janitorial services are provided by Marsden Building Maintenance. 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 (top, front and sides), window sills and blinds with specially treated cloths.
- Sweep and wash lavatory and shower room flooring. Wash and polish mirrors, clean toilets (including seats, piping, hinges), urinals, and basins.
- Empty and clean wastepaper baskets, ash trays, 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 so that we may respond to your needs in an efficient and effective manner.

EMERGENCY NOTIFICATION LIST

In the event of an emergency in your tenant space, we will notify the following persons in order of listing:

COMPANY: _____

ADDRESS: _____

	Name	After Hours Telephone
Primary Contact	_____	_____
Secondary Contact	_____	_____

Please return or fax this form to:

Diane Daniels
Senior Operations Assistant
NorthMarq
3500 American Boulevard West
Suite 200
Bloomington, MN 55431

952.893.8886 (phone)
952.893.3635 (fax)