

***Tenant Handbook &
Emergency Procedures***

Eagle Point Office Center III

8530 Eagle Point Blvd

Lake Elmo, MN 55042

Eagle Point Office Center III

To: Eagle Point Office Center III


We hope that you are finding Eagle Point Office Center III a great place to conduct business. We at NorthMarq strive to ensure you are able to take care of your business and not have to worry about the building operations. This package gives you vital information that will make your tenancy smooth, efficient and carefree.

In the Emergency Procedures Section, you will find important life-saving information. Please make sure you and your staff are acquainted with this information.

In the General Building Information and Service Section you will find information and important details covering rules for moving companies, requests for security access cards, requests for signage, and after-hours heating and cooling.

We look forward to being of service to you. Remember that our service number is 952.831.1001. If you have questions, please call me direct at 952.837.8629.

Sincerely,

A handwritten signature in black ink, appearing to read 'J.B. Matthews', with a stylized flourish at the end.

J.B. Matthews
Property Manager

A. EMERGENCY PROCEDURES	In an Emergency	A-1
	Bomb Threat	A-1
	Bomb Threat Checklist.....	A-2
	Biological or Chemical Threats	A-4
	Elevator Emergency	A-5
	Fire Procedures	A-5
	Intruders.....	A-6
	Medical Emergency	A-7
	Power Failure	A-7
	Riot/Public Disturbances	A-8
	Theft	A-8
	Tornado Warning/Severe Weather	A-9
	Your Company Plan	A-10
B. GENERAL BUILDING INFORMATION AND SERVICES	Personnel and Phone Numbers	B-1
	Building Hours.....	B-2
	Building Rules and Regulations	B-3
	Deliveries.....	B-5
	Remodeling	B-6
	Electronic Card Access.....	B-6
	Keys.....	B-7
	Move in / Move out Procedures.....	B-7
	Parking.....	B-11
	Property Protection	B-12
	Smoking Policy	B-12
	Alcohol Policy.....	B-12
	Soliciting	B-13
	Suite Signs and Directory Strips	B-13
	Hazardous Waste.....	B-13
	Heating Ventilating and Air Conditioning (HVAC).....	B-14
	Janitorial Services.....	B-14
	Lights	B-16
	Mail Services	B-16
	Maintenance	B-16
	Recycling Program	B-17
	Trash Removal	B-17

C. FORMS

Emergency Notification List (Form A) C-2
Building Access Card List (Form B) C-3
Suite Signs & Directory Strips (Form C) C-6

EAGLE POINT OFFICE CENTER III

Emergency Procedures

IN AN EMERGENCY

FIRST CALL 9-1-1

- 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.

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

- Give building address: 8530 Eagle Point Blvd, Lake Elmo, MN 55042
- Provide floor number and location.
- Explain the emergency situation.

BOMB THREAT

1. **Call 9-1-1 and state the following information:**

- a) You have received a bomb threat.
- b) Location:
 - Building name: Eagle Point Office Center III
 - Building address: 8530 Eagle Point Blvd
Lake Elmo, MN 55042
 - 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: Eagle Point Office Center III
 - Building address: 8530 Eagle Point Blvd
Lake Elmo, MN 55042
 - Your company's name and suite number; your name.
- c) What the police have instructed you to do.



EAGLE POINT OFFICE CENTER III

Emergency Procedures

3. After you have made the calls, notify the following:
 - a) Designated Emergency Team Leader
 - b) Floor Leader
 - c) Alternate
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 952-837-8629.
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".

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?*



EAGLE POINT OFFICE CENTER III

Emergency Procedures

- 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?

- | | | |
|---|---|--|
| <input type="checkbox"/> <i>Calm</i> | <input type="checkbox"/> <i>Nasal</i> | <input type="checkbox"/> <i>Laughter</i> |
| <input type="checkbox"/> <i>Angry</i> | <input type="checkbox"/> <i>Stutter</i> | <input type="checkbox"/> <i>Deep breathing</i> |
| <input type="checkbox"/> <i>Excited</i> | <input type="checkbox"/> <i>Lisp</i> | <input type="checkbox"/> <i>Crying</i> |
| <input type="checkbox"/> <i>Slow</i> | <input type="checkbox"/> <i>Raspy</i> | <input type="checkbox"/> <i>Cracking voice</i> |
| <input type="checkbox"/> <i>Rapid</i> | <input type="checkbox"/> <i>Deep</i> | <input type="checkbox"/> <i>Normal</i> |
| <input type="checkbox"/> <i>Soft</i> | <input type="checkbox"/> <i>Ragged</i> | <input type="checkbox"/> <i>Disguised</i> |
| <input type="checkbox"/> <i>Loud</i> | <input type="checkbox"/> <i>Clearing Throat</i> | <input type="checkbox"/> <i>Slurred</i> |
| <input type="checkbox"/> <i>Distinct</i> | <input type="checkbox"/> <i>Accent</i> | <input type="checkbox"/> <i>Familiar</i> |
| <input type="checkbox"/> <i>Whispered</i> | | |

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

Were there any background sounds?

- | | |
|---|---|
| <input type="checkbox"/> <i>Street noises</i> | <input type="checkbox"/> <i>Factory machinery</i> |
| <input type="checkbox"/> <i>Crockery</i> | <input type="checkbox"/> <i>Animal noises</i> |
| <input type="checkbox"/> <i>Voices</i> | <input type="checkbox"/> <i>Clear</i> |
| <input type="checkbox"/> <i>PA System</i> | <input type="checkbox"/> <i>Static</i> |
| <input type="checkbox"/> <i>Music</i> | <input type="checkbox"/> <i>Local</i> |



EAGLE POINT OFFICE CENTER III

Emergency Procedures

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.

Give the building name and address: Eagle Point Office Center III
8530 Eagle Point Blvd
Lake Elmo, MN 55042

- Inform them that you are stuck in the elevator.
- Let them know which elevator you are stuck in and the floor location.

A technician will be dispatched immediately. Eagle Point Office Center III'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.

FIRE PROCEDURES

1. **Close the door leading to the source of the fire.**

2. **CALL 9-1-1 and state the following information:**

- There is a fire emergency.
Give the building name and address: Eagle Point Office Center III
8530 Eagle Point Blvd
Lake Elmo, MN 55042

- Provide the floor number and location.
- Explain what type of fire it is and the details you know.

3. **Call NorthMarq at (952) 831-1001 and state the following information:**

- You have called 9-1-1 and reported a fire emergency.
- 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



EAGLE POINT OFFICE CENTER III

Emergency Procedures

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.
- 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.

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.



EAGLE POINT OFFICE CENTER III

Emergency Procedures

MEDICAL EMERGENCY OF AN EMPLOYEE OR VISITOR

1. **CALL 9-1-1.**
2. **State the following information:**
 - a) You need medical assistance.
Building name and location: Eagle Point Office Center III
8530 Eagle Point Blvd
Lake Elmo, MN 55042
 - b) Type of illness or injury.
 - c) 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.

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.



EAGLE POINT OFFICE CENTER III

Emergency Procedures

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, common 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.*

RIOT / PUBLIC DISTURBANCES

1. Immediately report any riot or public disturbance to 9-1-1.
2. Provide the following information:
 - Building name and address: Eagle Point Office Center III
8530 Eagle Point Blvd
Lake Elmo, MN 55042
 - Your company name and suite number.
 - 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.

THEFT

If a theft is in progress and/or the individual is still on the premises, first call 9-1-1

If the theft is discovered at a later date, the police should be contacted using a non-emergency number. The Washington County Sheriff's Department can be contacted 24-hours, everyday, at (651) 439-9381.

Call the property management office at (952) 831-1001 to report the details of the theft. It is important that a police report is completed and filed. 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.



EAGLE POINT OFFICE CENTER III

Emergency Procedures

TORNADO WARNING / SEVERE WEATHER

Washington 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.



EAGLE POINT OFFICE CENTER III

Emergency Procedures

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 Eagle Point Office Center III 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.



EAGLE POINT OFFICE CENTER III
Emergency Procedures

QUESTIONS?

... CALL PROPERTY MANAGEMENT.

Please feel free to contact NorthMarq at (952) 837-8629 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.



EAGLE POINT OFFICE CENTER III
General Building Information and Services

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*

EAGLE POINT EAGLE POINT OFFICE CENTER III – PROPERTY MANAGEMENT (952) 831-1001
3500 American Boulevard West, Bloomington, Minnesota 55431 **Fax #: (952) 893-3635**

JB Matthews, Property Manager (952) 837-8629
Diane Daniels, Operations Assistant (952) 893-8886
Laurie Simmons, Property Protection (952) 893-8761
David Durushia, Building Engineer (952) 831-1001

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

NORTHMARQ
Eric King (651) 734-2383
Tom Stella (952) 734-2385

JANITORIAL SERVICES

Fidelity Building Services – Sandra Martinez (612) 919-8806
Fidelity Building Services- Lisa Schoer (952) 854-1447

WASHINGTON COUNTY SHERIFF’S DEPARTMENT **9-1-1**

WASHINGTON COUNT FIRE DEPARTMENT..... **9-1-1**

EMERGENCY MEDICAL ASSISTANCE **9-1-1**



EAGLE POINT OFFICE CENTER III
General Building Information and Services

BUILDING HOURS

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

Monday-Thursday 6:30 AM to 8:00 PM
Friday..... 6:30 AM to 6:00 PM
Saturday..... 8:00 AM to 1:00 PM
Sunday & Holidays..... Closed

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.

EAGLE POINT OFFICE CENTER III

General Building Information and Services

BUILDING RULES AND REGULATIONS

Many tenants do not have a copy of the lease for their office. Even those who do often do not look at it after the final negotiation and signing. Your lease document is an important contract and should be reviewed.

There are additional rules and regulations not spelled out in the lease form. These rules and regulations should be made available to your employees.

1. The sidewalks, entries, passages, courtyard, corridors, stairways, and elevators shall not be obstructed by any of the tenants, their employees or agents, or used by them for purposes other than ingress and egress to and from their respective suites. Boxes, cartons, or any other debris which is to be thrown away by the cleaning crew should not be left in the corridors.
2. All heavy articles (i.e., safes) shall be carried up or into the premises only at such times and in such manner as shall be prescribed by the Landlord, and the Landlord shall in all cases have the right to specify the proper weight and position of any such heavy article. Any damage done to the Building by taking in or removing any such equipment or from overloading any floor in any way shall be paid for by Tenant. Defacing or injuring in any way any part of the Building by the Tenant, his agents or employees shall be paid for by the Tenant.
3. Tenant will refer all contractors, contractor's representatives and installation technicians rendering any services on or to the premises for Tenant to Landlord for Landlord's approval and supervision before performance of any contractual service. This provision shall apply to all work performed in the Building, including but not limited to the installation of telephone and telegraph equipment, electrical devices and attachments and installations of any nature affecting floors, walls, woodwork, trim, windows, ceilings, equipment, electrical devices and attachments and installations of any nature affecting floors, walls, woodwork, trim, windows, ceilings, equipment and any other physical portion of the Building. Such approval, if given, shall in no way make Landlord or Owner a party to any contract between Tenant and any such contractor, and Landlord and Owner shall have no liability therefore.
4. No sign, advertisement or notice shall be inscribed, painted or affixed on any part of the inside or outside of said Building. The original suite entry sign will be supplied by Landlord for Tenant, at Landlord's cost. Any additions, deletions or changes to the door signage after the original signage is installed shall be at Tenant's cost. A directory in a conspicuous location, with the names of the tenants, will be provided by Landlord; any revisions to this will be made by



EAGLE POINT OFFICE CENTER III

General Building Information and Services

Landlord within a reasonable time after notice from the Tenant of an error or change making the revisions necessary. No furniture shall be placed in front of the Building or in any lobby or corridor without written consent of Landlord. Landlord shall have the right to remove all other signs and furniture, without notice to Tenant, at the expense of Tenant.

5. Tenant shall have the non-exclusive use in common with the Landlord, other tenants, their guests and invitees, of the automobile parking areas, driveways and footways, subject to reasonable rules and regulations for the use thereof as prescribed from time to time by Landlord. Landlord shall have the right to designate parking areas for the use of building tenants and their employees, and the tenants and their employees shall not park in the parking areas not so designated, specifically including driveways, fire lanes, loading/unloading areas, walkways and building entrances. Tenant agrees that upon written notice from Landlord, it will furnish to Landlord, within five (5) days from receipt of such notice, the state automobile license numbers assigned to the automobiles of the Tenant and its employees. Owner and Landlord shall not be liable for any vehicle of the Tenant or its employees that the Landlord shall have towed from the premises when illegally parked. Owner and Landlord will not be liable for damage to vehicles parked in the parking area or for theft of vehicles, personal property from vehicles, or equipment of vehicles.
6. No Tenant shall do or permit anything to be done in said premises or bring or keep anything therein which will in any way increase the rate of fire insurance on said Building, or on property kept therein, or obstruct or interfere with the rights of other Tenants, or in any way injure or annoy them, or conflict with the laws relating to fire, or with any regulations of the fire department, or with any insurance policy upon said building or any part thereof, or conflict with any rules and ordinances of the local Board of Health or any governing bodies.
7. No additional locks shall be placed upon any doors without the written consent of the Landlord. All keys to the demised premises shall be furnished by Landlord in a reasonable number commensurate with the square footage leased. Additional keys shall be furnished at Tenant cost. Upon termination of this Lease, all keys shall be surrendered, and the Tenant shall then give the Landlord or his agents explanation of the combination of all locks upon any doors or vaults.
8. No windows or other openings that reflect or admit light into the corridors or passageways, or to any other place in said Building, shall be covered or obstructed by any of the Tenants.
9. No person shall disturb the occupants of the Building by the use of any musical instruments, the making of unseemly noises, or any unreasonable noise. No animals or pets of any kind will be allowed in the Building.



EAGLE POINT OFFICE CENTER III

General Building Information and Services

10. The water closets and other water fixtures shall not be used for any purpose other than those for which they were constructed, and any damage resulting to them from misuse, or the defacing or injury of any part of the Building, shall be borne by the person who shall occasion it.
11. Tenant shall not be permitted to use or keep in the Building any kerosene, camphene, burning fluid or other illuminating materials.
12. If Tenant desires, at their cost, telephonic or other electric connections, Landlord or its agent will direct the electrical vendors as to where and how the wires may be introduced, and without such direction, no boring or cutting for wires will be permitted.
13. No portion of the Building shall be used for the purpose of lodging rooms or for any immoral or unlawful purposes.
14. All glass, locks, and trimmings in or about the doors and windows and all electric fixtures belonging to the Building shall be kept whole, and whenever broken by anyone shall be immediately replaced or repairs and put in order at Tenant's cost under the direction and to the satisfaction of Landlord, and on removal shall be left whole and in good repair.
15. Tenant shall not install or authorize the installation of any vending machines or food preparation devices without Landlord's written approval. Landlord shall have the right to rescind this approval, if given, without liability to Tenant for reimbursement of any Tenant costs or expense.
16. No electric heaters or electric fans are allowed on the premises without the prior written consent of Landlord.

DELIVERIES

- Daytime deliveries are limited to one-half hour maximum.
- 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.



EAGLE POINT OFFICE CENTER III

General Building Information and Services

- Any vehicles parked in designated fire lanes will be towed. Please inform couriers and delivery companies of this policy.

REMODELING

Your lease is explicit in that Landlord approval is required on any remodeling. Our experienced managers can advise you on many alternatives to solving your space requirements.

ELECTRONIC CARD ACCESS

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

EAGLE POINT OFFICE CENTER III

Hours

Monday to Thursday – *Before* 6:30 AM and *After* 8:00 PM

Friday – *Before* 6:30 AM and *After* 6:00 PM

Saturday – *Before* 8:00 AM and *After* 1:00 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) 831-1001 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 Laurie Simmons, of property protection, at (952) 820-8706 on the "Fax Transmittal/Access Card



EAGLE POINT OFFICE CENTER III

General Building Information and Services

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.

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 Diane Daniels. If you desire to have a suite entry changed, please contact Diane Daniels 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.

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 Real Estate Services 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



EAGLE POINT OFFICE CENTER III

General Building Information and Services

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 should visit the site prior to the scheduled move to determine the elevator equipment required.
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 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. The control box in the freight elevator is normally locked. You must notify Property Management at least two days prior to a scheduled move so that our staff at the Building can unlock the control box on the day you plan to use the freight elevator.
7. Under no circumstances can any furniture, moving equipment, (i.e. dollies, boxes, etc.) be left in the elevator lobbies or hallways unattended.
8. 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.
9. Any and all cardboard packaging and similar items must be removed by the moving/delivering company.
10. 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.

EAGLE POINT OFFICE CENTER III

General Building Information and Services

11. 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.



EAGLE POINT OFFICE CENTER III

General Building Information and Services

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.)

- Emergency Notification List (Form A)
- Building Card Access Request (Form B)
- 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) 893-3635

Email: Diane.daniels@northmarq.com



EAGLE POINT OFFICE CENTER III

General Building Information and Services

PARKING

Employee Parking

Eagle Point Office Center III has free above ground parking for employees and guests.

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.

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.

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.



EAGLE POINT OFFICE CENTER III

General Building Information and Services

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) 893-3635. It is the tenant's responsibility to inform property management of any changes to their after-hours contact list.

SMOKING POLICY

In accordance with the MN Clean Air Act and Freedom to Breathe Amendment, smoking is ***prohibited*** in the building and within 25 feet of all building entries. Smoking is only allowed in designated smoking areas, clearly identified with the appropriate signage. Please note, the MN Clean Air act allows the building owner to restrict smoking anywhere on the premises. It is the responsibility of each employer to convey these requirements to your respective employees.

ALCOHOL POLICY

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



EAGLE POINT OFFICE CENTER III

General Building Information and Services

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.

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.

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 Washington County Environmental Protection Division at (651) 649-5451.

Please also refer to your lease for proper notification requirements.



EAGLE POINT OFFICE CENTER III

General Building Information and Services

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.

JANITORIAL SERVICE

NorthMarq in conjunction with Fidelity Building Services provide routine cleaning services to the building.

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 952-831-1001 so that we may respond to your needs in an efficient and effective manner. On a regular basis, Sandra Martinez and Lisa Schoer 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.



EAGLE POINT OFFICE CENTER III

General Building Information and Services

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, Fidelity Building Services, 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.

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

Mailing Address

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

Tenant Name
Eagle Point Office Center III
Suite XXX
8530 Eagle Point Blvd
Lake Elmo, MN 55042

MAINTENANCE

Maintenance personnel are equipped to maintain lighting, plumbing, electrical, cooling and heating, door and lock problems. In the event a maintenance problem arises within your space or in the building common area, please notify NorthMarq at (952) 831-1001, on-line at NorthMarq Direct, or via email to service@northmarq.com. 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.



EAGLE POINT OFFICE CENTER III

General Building Information and Services

RECYCLING PROGRAM

NorthMarq is committed to reducing the environmental impact of the facilities in our care. In an effort to maximize the amount of recyclable materials as well as lower trash/recycle removal expenses, we offer an extensive recycling program. Common office items such as paper, aluminum, glass, cardboard, etc. can conveniently be recycled in association with the buildings co-mingled recycling program. For more information about existing programs or to purchase containers, please contact property management at (952) 893-8886.

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.



EAGLE POINT OFFICE CENTER III

Forms

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

EAGLE POINT OFFICE CENTER III

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) 820-8750

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: _____

Phone: _____



EAGLE POINT OFFICE CENTER III

BUILDING ACCESS CARD LIST

FORM B

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

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

Tenant Suite Number: _____ **Main Company Phone Number:** _____

Authorized by: _____ **Phone Number:** _____

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



EAGLE POINT OFFICE CENTER III

Tenant Name: _____

Tenant Suite Number: _____ Main Company Phone Number: _____

BUILDING ACCESS CARD LIST

FORM B (PAGE 2)

Tenant Name: _____

Tenant Suite Number: _____ Main Company Phone Number: _____

Authorized by: _____ Phone Number: _____

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"/>
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_____	_____	<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



EAGLE POINT OFFICE CENTER III

Tenant Name: _____

Tenant Suite Number: _____ Main Company Phone Number: _____

_____	_____	<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"/>

EAGLE POINT OFFICE CENTER III

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) 893-8886*. 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. _____

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

Tenant Move-in Information

PLEASE RETURN THIS PAGE PRIOR TO MOVE-IN





