

Tenant Manual

Mendota Office Center

January 2005

***MENDOTA OFFICE CENTER
1250/1270 NORTHLAND DRIVE
MENDOTA HEIGHTS, MINNESOTA 55120***

***TENANT HANDBOOK &
EMERGENCY PROCEDURES***

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ACCIDENT OR ILLNESS

1. Call 911 and state the following information:
 - a. You need medical assistance
 - b. Location:
 - Building name: Mendota Office Center
1250/1270 Northland Drive
 - Suite number:
 - c. Type of illness or injury
 - d. Individual's present condition

2. Call United Properties 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: Mendota Office Center
1250/1270 Northland 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: Mendota Office Center
 - 1250/1270 Northland Drive
 - Your company's name:
 - Suite number:
 - Your name:

3. Call United Properties 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: Mendota Office Center
 - 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: Mendota Office Center
 - 1250/1270 Northland Drive
 - Suite number:
3. Call United Properties 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: Mendota Office Center
 - 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:	Mendota Office Center
	1250/1270 Northland Drive
Suite number:	
 - b. Explain the situation
2. Call United Properties 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:	Mendota Office Center
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 Mendota Office Center, **FIRST** call **911**, then call United Properties 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 United Properties at (952) 831-1001 immediately. Open draperies and raise blinds to let in all available ambient light.

SEVERE WEATHER

Dakota 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

All deliveries for 1250 must be made through the east entrance only and for 1270 all deliveries must be made through the northwest entrance. Delivery through the main lobby is prohibited.

ELECTRONIC CARD ACCESS

Access to Mendota Office Center is by cardkey access after building hours.

Building Hours

Monday - Friday	5:30 a.m. – 8:00 p.m.
Saturday	7:00 a.m. – 5:00 p.m.
Sunday	Closed

United Properties 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 the Property Manger immediately at (952) 893-8208. 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 United Properties 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 the Property Manager at (952) 893-8208 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. United Properties 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 United Properties at (952) 893-8886 at least one week in advance. All moves must take place through the designated doors after 5:00 p.m. Monday through Friday, or anytime on Saturday or Sunday.
- All moves must take place using the padded 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

Mendota Office Center 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 and underground garage is prohibited.

PERSONNEL AND PHONE NUMBERS

UNITED PROPERTIES

(952) 831-1001

When calling United Properties, please indicate that you are calling from Mendota Office Center so that your call can be transferred to the appropriate manager.

Property Management

(952) 831-1001

Jennifer Renkly

(952) 893-8208

Suzan Carpenter, Senior Operations Assistant

(952) 893-8886

Steve Brisbois

(952) 831-1001

Marketing

(952) 831-1001

Dan Gleason, Leasing Representative

(952) 893-8884

Dan Nechanicky, Leasing Representative

(952) 820-8765

Security

Guard Phone Number:

(952) 831-1001

Monday - Friday

5:00 p.m. - 7:00 a.m.

Saturday & Sunday

24 Hours

Janitorial

American Building Maintenance

(651) 641-1717

Mendota Heights Police Department

911

Mendota Heights Fire Department

911

Emergency Medical Assistance

911

SIGNAGE

Tenant suite signs, directional signs and company identification strips for the building directory are ordered from United Properties 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 United Properties. 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. United Properties' fax number is 952-820-8750 or you may email it to scarpenter@uproperties.com.

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 United Properties. 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 United Properties 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 5:50 a.m. and 8:00 p.m. Monday through Friday, Saturday 7:00 a.m. and 5:00 p.m. and closed on Sunday. Tenants may access the building after hours by cardkey. Cardkeys will be assigned to you upon your move in.

CONFERENCE ROOMS

Mendota Office Center has a conference room in each of the buildings, 1250 and 1270, for your use. Reservations are made on a first come, first serve basis at (952) 831-1000.

VENDING ROOM

Vending machines and a microwave have been provided for your convenience and are located in the lower level of the 1270 building on our Vending Room.

HEATING, VENTILATION AND AIR CONDITIONING (HVAC)

United Properties 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 American 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, 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, 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 United Properties 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 American Building Maintenance for a fee. Please call the management office to obtain cost estimates and request additional services.

LIGHTS

Please report burned out lights to United Properties 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

The U.S. Postal Service delivers incoming mail to your suite during the day. Outgoing mail can be picked up during this time. There is also a mail drop located in between 1250 and 1270.

Mailing Address

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

1250/1270 Northland Drive, Suite XXX
Mendota Heights, Minnesota 55120

Express Boxes

Express boxes are located outside the building.

MAINTENANCE

In the event maintenance problems arise within your space or in the building common area, please notify United Properties 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: Mendota Office Center Tenants
FROM: Suzan Carpenter, Property Management Assistant
DATE: January 13, 2005
RE: TENANT CONTACT INFORMATION

As the management company of Mendota Office Center, we need to maintain accurate records. Please provide the information requested below and return to my attention, by fax or mail.

Suzan Carpenter, Property Management Assistant
United Properties LLC
3500 West 80th Street, Suite 200
Bloomington, MN 55431
PHONE: (952) 893-8886 FAX: (952) 820-8750

Thank you for your cooperation regarding this matter. All information will be kept confidential.

MENDOTA OFFICE CENTER CONTACT LIST

COMPANY NAME _____

ADDRESS/SUITE # _____

MAIN PHONE # _____ MAIN FAX # _____

General Office Contacts:

Contact #1 _____
Phone # _____

Contact #2 _____
Phone # _____

E-mail Address: _____

E-mail Address _____

Mailing Address (if different from above)

Contact: _____

Address: _____

Phone # _____ Fax # _____

E-mail Address: _____

Billing Address (if different from above)

Contact: _____

Address: _____

Phone # _____ Fax # _____

E-mail Address: _____

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 _____

MENDOTA OFFICE CENTER

BUILDING RULES AND REGULATIONS

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, cannot be left in the corridors.

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.

2. 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.
3. 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 and directory signage will be supplied by Landlord for Tenant, at Landlord's cost. Any additions, deletions or changes to this 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 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.
4. 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.

5. 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. Employees of the Building will at all times keep a pass key, and agents of the Landlord shall at all times be allowed admittance to said Tenant demised premises.
8. No additional locks shall be placed upon any doors without the written consent of the Landlord. All keys and access cards to the demised premises shall be furnished by Landlord in a reasonable number commensurate with the square footage leased. Additional keys and access cards shall be furnished at Tenant cost. Tenants will be charged for lost access cards. Upon termination of this Lease, all keys and cards shall be surrendered, and the Tenant shall then give the Landlord or his agent's explanation of the combination of all locks upon any doors or vaults.
9. 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.
10. 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.
11. 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.

12. No bicycles or similar vehicles will be allowed in the Building. Exterior parking for such vehicles will be provided.
13. Nothing shall be thrown out the windows of the Building or down the stairways or other passages.
14. Tenant shall not be permitted to use or keep in the Building any kerosene, camphene, burning fluid or other illuminating materials.
15. If Tenant desires, at their cost, telegraphic, telephonic or other electric connections, Landlord or its agent will direct the electrician as to where and how the wires may be introduced, and without such direction, no boring or cutting for wires will be permitted.
16. Landlord will furnish Building standard blinds on all exterior windows in the premises, which Tenant occupies, at Landlord's cost. If Tenant desires to install draperies, at Tenant's cost, they must be of such shape, color, and material and made as shall be prescribed as Landlord. Landlord or its agent shall have the right to enter the premises to examine the same or to make such repairs, alterations or additions as the Landlord shall deem necessary for the safety, preservation or improvement of the Building. If Tenant's premises contain glass frontage on the corridor, atrium, or other public area, then Landlord may supply building standard blinds for that glass.
17. One month prior to the expiration of the Lease, Landlord or its agents may show the premises and may place on the window or doors thereof, or upon the bulletin board, a notice "For Lease".
18. No portion of the Building shall be used for the purpose of lodging rooms or for any immoral or unlawful purposes.
19. 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.
20. 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.
21. Landlord reserves the right at any time to take one elevator out of service to Tenants for exclusive use by the Building Management in servicing the Building.
22. No electric heaters or electric fans are allowed on the premises without the prior written consent of Landlord.

23. Landlord will install building standard coat hooks on the walls behind Tenant's private office doors, upon Tenant's request. This will be the Tenant's cost. Landlord will not allow any hooks to be installed on the doors themselves.
24. No smoking is allowed under the terms and conditions of the Minnesota Clean Air Act. MOC is a smoke-free building. No smoking is permitted in the premises.

TENANT SECURITY - PROTECT YOUR OFFICE

- Receptionists are the first line of control for recognizing a potential intruder. Therefore it is important that the receptionist be responsible and properly trained. The reception desk should never be left unattended while your office is open for business.
- Visitors, guests, and applicants for employment should not be allowed beyond the reception desk without an escort. If the situation warrants, require ID tags for employees and visitors in your leased space. Arrange in advance with invitees to your space who will be visiting after hours how to get in the building and your suite. Employees and visitors must be instructed that when entering the building, with the use of their card key or by the access entry phone, they are not to allow anyone else in with them. Authorized persons should understand that they must follow the property entry procedure on each occasion to maintain the integrity of the building access control system.
- Persons announcing a delivery, pickup, repair, or service of equipment should be identified and escorted on each occasion upon arrival in your suite. It may be helpful to have a person in your office designated to assist these people to the proper area in your suite.
- Report any suspicious persons or activities immediately to United Properties during business hours (local police after hours) Police and fire department emergency number is 911. Also report persons loitering in the public corridors, elevators, garages, restrooms, stairways and unknown persons in your leased space. If you notice a person trying several doors to a suite (especially back entrance doors), don't assume the person is lost. When calling the police, inform them of the building address, your suite number, the floor you are located on, and any specific description of what the individual was wearing and where you last saw him.

This may aid the police in locating a suspect who is taking refuge inside the building or help police in apprehending the suspect nearby. After the police have been advised of this, it is important to remember to call United Properties.

- Keep desk, file cabinets, safes, etc., locked when not in use, especially in unoccupied parts of your office. Keep purses locked in desk drawer, not on floor under or around desk.
- Before closing at the end of the business day, designate a person to check and secure all office equipment located in your suite and lock all entry doors to the suite.

- If credit cards are lost or stolen, report immediately to the issuing company and police. Avoid leaving valuable items in parking vehicles or, at least, keep such items out of sight--locked in the trunk.
-