

TENANT HANDBOOK

**Plymouth Business Center
3405-3955 Annapolis Lane
4115 & 4155 Berkshire Lane
Plymouth, MN 55447**

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INTRODUCTION

We welcome you to Plymouth Business Center. We have prepared this Tenant Handbook for your convenience to assist you in making a smooth and efficient move into your new premises. This booklet will help acquaint you with the policies, practices, and procedures at the property and serve as a future reference for questions and services pertaining to your leased premises in the project.

Should you have any questions that are not answered here or need assistance with regard to your premises, please feel free to call United Properties. We look forward to working with you in the future.

United Properties, LLC
Property Management Division
(952) 831-1000

MEDICAL EMERGENCY

THIS IS WHAT YOU DO:

In the event an accident or illness of any employee or visitor takes place in your office area:

1. Call Police/Fire Department at **9-1-1**.
2. Give the following information to them:
 - A. Building name and address
 - B. Location of building and suite number of emergency
 - C. Any details available of accident or illness
3. Do **not** move an injured or ill person. Try to make them comfortable.
4. Stay with the person injured and get all the necessary information: name, where they work, their business phone number, etc. If the person is a visitor, get their home address and phone number.
5. If possible, have someone meet the emergency unit at the front entry door of suite.
6. Call the United Properties' office (952/831-1001); report the information above. Inform them you have called the Police/Fire Department.
7. Ascertain what the injury is and how the accident occurred. Please note if the area was dry, wet, and/or icy.
8. Use your discretion as to when you leave the injured party. However, make sure you have gathered important facts and know that the person is not badly injured.
9. A written report on the accident must be submitted to your supervisor. Do not give it to anyone else. This should be done the same day, while all information is fresh in your mind.

THIS IS WHAT HAPPENS:

1. Fire emergency unit will be with you shortly and administer necessary medical assistance.
2. Ambulance will arrive and take injured or ill person to hospital, if necessary.
3. United Properties' personnel will contact you to assist with any information, reports, etc.

TORNADO/SEVERE WEATHER EMERGENCY

TORNADO WATCH:

This means that weather conditions in the area are such that a tornado could develop.

TORNADO WARNING:

This means that a tornado has actually been spotted in the area and there may be danger to life and property if protective measures are not taken by people who are in its path. Civil Defense sirens will sound an alert when the National Weather Service gives a **tornado warning**. The Weather Service will announce the approximate time of detection and direction of movement. Wind is anticipated at 75 MPH or greater.

Take precautions when any severe weather is sighted.

ACTION TO TAKE:

1. Stay away from the perimeter of the building and exterior glass.
2. Leave your exterior office – close door.
3. Go to an inside room or corridor without windows in your suite.
4. Sit down in the corridor and protect yourself by putting your head as close to your lap as possible or kneel, protecting your head.
5. Do not go outside the building or stay in lobby areas with windows or skylights.
6. If you need further public information, tune your radio to WCCO at 830 AM.

IF YOU ARE CAUGHT IN AN OUTSIDE PERIMETER OFFICE:

Seek protection under heavy furniture such as a table or desk.

BUILDING EVACUATION

It is the responsibility of each employee to be familiar with evacuation plans. It is also the responsibility of each employee to know their company emergency leader, as well as their alternates.

DO'S

1. Follow instructions in this emergency manual.
2. Follow the predetermined procedures for evacuating any handicapped personnel.
3. Close the door of your office as you leave.
4. Form evacuation line – two abreast.
5. Keep talking to a minimum.
6. No smoking.
7. Listen for instructions and follow them.
8. Be ready to merge with other people evacuating the building.
9. Once out of the building, keep moving away from the building to perimeter of building site.
10. **Keep calm.**

DON'TS

1. Once you have left your area, do not return for coats, purses, etc.
2. Do not run or create panic.
3. Do not return to the office until an “all clear” is given by the Fire Department or United Properties.

POWER FAILURE

In the event of a power failure, please contact Xcel Energy at 800-895-4999 to inform them of the power outage. Also, please inform the United Properties' management office at 952-831-1001.

TENANT PROCEDURES:

1. Open draperies and raise blinds to let in outside light.
2. Use a portable flashlight.
3. Your supervisor will contact you with additional information and instructions.
4. If you are instructed to evacuate, lock all areas.
5. Do not congregate in lobby areas or in the street.
6. Go to the designated area and remain with your group.
7. Return to your building when instructed by the proper authorities.

MAIL EMERGENCIES (BIOLOGICAL HAZARD)

What To Look For:

1. A misspelled or unusually-worded address
2. No return address
3. Piece has an odd shape, an odor/stain, or a powdery feel
4. Item is marked confidential
5. The postmark does not match return address

What To Do If You Find Suspicious Mail

1. Do not open or handle
2. Place piece in plastic bag and isolate area.
3. Ensure that all persons who have touched the mail wash their hands with soap and water
4. Dial 911 and inform the operator of suspicious mail piece, and who has touched it. Give your company name and location. Contact your Property Manager during business hours, or (952) 831-1001 after business hours.
5. As soon as practical, shower with soap and water, and place clothing items in plastic bags.

Anthrax spores are stable and may remain viable for many years. Treatment with antibiotics one day after exposure has been shown to provide significant protection. Effective decontamination of inanimate objects can be accomplished by boiling articles in water for 3 minutes and using common disinfectants.

Skin Anthrax is characterized by a small elevation of the skin, progressing to a blister, and a black scab. With treatment, this is rarely fatal. Inhaled Anthrax is characterized by fever, malaise, fatigue, cough, and mild chest discomfort, followed by respiratory distress. It has an initial incubation period of 1-7 days.

FIRE EMERGENCY

In the Event of a Fire:

1. Call Fire/Police Department at 911.
 - Give building name and address.
 - Give company name and suite number.
 - Give details of fire emergency.
 - Remove persons in immediate danger.
 - Confine fire – close doors.
2. Call the building Property Manager and report the above information. Inform them that you have called 911.
3. If evacuation is necessary, see evacuation procedures included herein. Do not evacuate unless you are in danger of flames or smoke or authorized by the fire department.
4. Do not attempt to fight the fire and if caught in heavy smoke, take short breathes, breathe through your nose, then crawl to escape. The air is better near the floor.

This Is What Happens:

1. Fire department and United Properties staff will respond.
2. A building evacuation may take place, as authorized by the Fire Department.
3. An “All Clear” will be given on the building when authorized by the Fire Department.

BOMB THREAT

IN THE EVENT THAT A BOMB THREAT IS RECEIVED:

1. Keep calm. Have a prearranged signal to alert manager or supervisory personnel to listen to, and 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 possible:
 - Where is the bomb?
 - What time is it set to go off?
 - What kind of bomb is it? If dynamite, how many sticks?
 - Method of activation: mechanical, movement of clock, chemical action?
 - What kind of package or box?
 - Method of deactivation?
 - What is the caller's name, address and phone number?
 - Is this call a hoax or legitimate?
 - Have there been or will there be other calls?
 - How old are you?
 - Why did you set the bomb?
 - Judge the voice: male or female? Age? Intoxication? Other?
 - Listen for background noise such as music, people talking, cars or trucks, airplanes, children, machine noise, typing, other
2. Immediately call Police/Fire Department...911
 - State "I have received a bomb threat."
 - Give company name.
 - Give building name, address and floor.
 - Give name of person receiving the call.
3. After you have notified Police/Fire, notify the United Properties Property Manager or call the 24-hour service line (952/831-1001).
4. If directed by the police, commence search of your area to determine if any strange objects are present. Do not touch suspicious object if found. Report to police the results of your search.
5. If evacuation of the building is authorized by the police, see evacuation procedures included herein.

THIS IS WHAT HAPPENS:

1. Police and United Properties will respond.
2. Building search is made by Police.
3. Police or bomb squad contacts and questions the person who received the bomb threat.
4. An "All Clear" will be given on the building when authorized by the Police.

EMERGENCY SERVICES AND CONTRACTOR TELEPHONE NUMBER ROSTER

Fire:	911
Medical Aid:	911
Police Emergency:	911
Maintenance Hotline (24-hours/day):	(952) 831-1001

SUGGESTED CONTRACTOR CONTACTS

GENERAL MAINTENANCE:
United Properties Facilities Services: (952) 831-1001

HEATING/AIR CONDITIONING:
Advanced Energy Services: (763) 559-1694

ELECTRICAL:
Parsons Electric (763) 528-7767
MidNorthern Electric: (651) 452-3996
Cap Electric (651) 275-8450

ELECTRICITY:
Xcel Energy: (800) 481-4700

GAS SERVICE:
CenterPoint Energy/Minnegasco: (877) 809-3803

PLUMBING:
United Properties Facilities Services: (952) 831-1001

WINDOWS, DOORS, GLASS:
Brin Northwestern Glass (24 Hours): (612) 529-9671

LOCKSMITH:
Trans-Alarm (952) 894-1700

SIGNAGE:
Sign Art (651) 688-0563

LANDLORD/MANAGEMENT INFORMATION

CONTACT:
(Contract Manager)

United Properties, LLC
3500 American Boulevard West, Suite 200
Bloomington, MN 55431
(952) 831-1000

PROPERTY MANAGER: Ryan Tibbits
(952) 820-8772

PROPERTY MANAGEMENT ASSISTANT: Katie Kieffer
(952) 893-8898

PROPERTY MANAGEMENT ACCOUNTING: Sue Craft
(952) 820-8767

LEASING AGENT: Chris Hickok
(952) 893-8845

MOVE-IN PROCEDURES

KEYS:

Two keys for each door of the premises will be made available to you upon acceptance of your premises. Additional keys, rekeying of locks, or miscellaneous repair to the locks or related security systems are a tenant responsibility, and can be coordinated with the property manager.

SECURITY:

Each building tenant is responsible for their own individual security and locking of their individual premises. United Properties does not require a master key, nor do we require a duplicate key for your premises.

SIGNAGE:

Each tenant has the right to identify their individual leased premises in accordance to your Lease Agreement and our dedicated sign contractor. Any signage requested must be submitted in writing and faxed to United Properties at (952) 820-8750.

RENTAL PAYMENTS:

All monthly rental payments or additional rents are to be made payable on or before the first day of each month to:

St. Paul Properties, Inc.
c/o United Properties, LLC
NW-9044 PO Box 1450
Minneapolis, MN 55485-9044

We want to emphasize the importance of your rental payments being made on or before the first day of each month, and we appreciate your cooperation in advance.

INSURANCE REQUIREMENTS:

The Tenants Insurance Section of your lease describes the insurance requirements for your leased premises. Please take this opportunity to review these requirements with your insurance agent and provide the necessary Certificates of Insurance to our office at least ten days prior to your occupancy. Please be sure to name United Properties, LLC and St. Paul Properties, Inc. as additional insureds.

REPAIRS AND MAINTENANCE:

The section of your lease labeled Tenant's Responsibilities highlights your responsibilities as tenants to maintain, clean, and keep in good repair throughout the term of the Lease. The tenant must maintain the entire premises and appurtenances including, without limitation, the maintenance, replacement, and repair of any interior walls, floors, doors, window casements, glazing, heating and air conditioning systems, plumbing, pipes, electrical wiring and conduits, and any equipment of the Landlord used or utilized by the Tenant. The Landlord is required to repair the roof, exterior walls, foundation and exterior common areas provided by landlord for

the common benefit and use of all tenants on the project. We will be happy to recommend contractors that can assist you with handling the necessary maintenance that you are responsible for within your leased premises.

ALTERATIONS PROCEDURES:

Should you wish to make or contract to have alterations made to your premises, you must do so in accordance with your Lease Agreement. Plans and specifications must be submitted to United Properties, LLC, for review and approval prior to any work commencing. We are also able to provide construction management services for you, or give you a list of reputable building contractors who are competitively priced and familiar with the building. However, should you wish to use your own contractor, please include that request with your plans. We shall also need to receive final mechanic lien waivers from any contractor you employ to work on your behalf.

We also want you to know that during the course of your tenancy, there may be questions or concerns that may arise with regard to your leased premises. We recommend that you refer to your Lease Agreement in the event of questions concerning obligations and responsibilities. In the event that you cannot obtain the desired information from your Lease, we are happy to answer any questions you may have. We wish you success in your new location, and thank you for allowing United Properties service your real estate needs.