

PLYMOUTH WOODS OFFICE CENTER

Tenant Handbook & Emergency Procedures

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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 United Properties at 952-831-1001 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.
- Give building address. (See site map in back of book.)
 - Provide floor number and location.
 - Explain the emergency situation.

BOMB THREAT

If you receive a bomb threat or find a suspicious package:

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: Plymouth Woods Office Center
 - 3300 Fernbrook Lane
 - Plymouth, MN 55447

 - Your company's name
 - Floor number
 - Suite number
 - Your name

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BOMB THREAT

(cont'd.)

3. Call United Properties 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

BIOLOGICAL OR CHEMICAL THREAT

If you receive or encounter any suspicious material or substance:

1. Call 911 and state the following information:
 - a. Location:
 - Building name: Plymouth Woods Office Center
3300 Fernbrook Lane
Plymouth, MN 55447
 - 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: Plymouth Woods Office Center
3300 Fernbrook Lane
Plymouth, MN 55447
3. The police will respond to the call and determine what the actions are necessary

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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: Plymouth Woods Office Center
3300 Fernbrook Lane
Plymouth, MN 55447
 - Provide the floor number and location.
 - Explain what type of fire it is and the details you know.
3. **Call United Properties 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 move away from all entrances and fire lanes. 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.**

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FIRE PROCEDURES

(cont'd.)

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.
- Strobe lights in the common area hallways will light
- 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

1. Note the location and description of intruder(s).
2. **Call 9-1-1.**
3. Notify the building management office at (952) 831-1001.
4. Remember as many details about the intruder(s) as you can.

MEDICAL EMERGENCY OF AN EMPLOYEE OR VISITOR

1. **CALL 9-1-1.**
2. **State the following information:**
 - a) You need medical assistance.
 - b) Building name and location: Plymouth Woods Office Center
3300 Fernbrook Lane (and Suite number)
Plymouth, MN 55447
 - c) Type of illness or injury.
 - d) Individual's present condition.
3. **Call United Properties 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.

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POWER FAILURE

The building has an external independently operated generator which automatically starts when power is interrupted. In the event the generator does not supply power during an outage, however, use the following guidelines:

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 United Properties 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.

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, atrium areas, or at the building entrances. Emergency personnel may use these areas.
- 6.

*Keep the following supplies on hand in case of an outage:
working flashlight, battery-powered radio, extra batteries, and extra flashlight bulbs.*

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RIOT / PUBLIC DISTURBANCES

1. Immediately report any riot or public disturbance to 9-1-1.
2. Provide the following information:
 - Building name and address: Plymouth Woods Office Center
3300 Fernbrook Lane
Plymouth, MN 55447
 - 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

FIRST CALL 9-1-1 IF A THEFT IS IN PROGRESS AND/OR THE INDIVIDUAL IS STILL ON THE PREMISES.

1. If the theft is discovered at a later date, the police should be contacted using a non-emergency number. The Plymouth Police Department can be contacted at (763) 509-5160.
2. Call the property management office at (952) 831-1001 to report the details of the theft.
3. It is important that a police report is completed and filed.
4. Please send a copy of the police report to the United Properties management office at 3500 American Blvd. W., #200, 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.***

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Emergency Procedures

TORNADO WARNING / SEVERE WEATHER

Hennepin County Civil Defense will issue the severe weather warning by radio or civil defense sirens.

Action to take:

1. Move away from the perimeter of the building and exterior windows.
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. 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 your 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”.

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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 a company coordinator to evacuate your office and to ensure all employees have been evacuated safely.
2. Regularly reviewing of your company emergency program.
3. Regularly reviewing the Plymouth Woods Office Center 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.
8. Compiling and maintaining a list of your staff members' emergency telephone numbers.

Appointing key members of your staff as fire monitors. Fire monitors 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.

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PERSONNEL & TELEPHONE NUMBERS

UNITED PROPERTIES(952) 831-1000
3500 American Blvd. W., Bloomington, Minnesota 55431

MAINTENANCE DISPATCH.....(952) 831-1001
UNITED PROPERTIES
Bloomington, Minnesota 55431

*For maintenance issues (e.g. temperature changes needed, light bulb replacement, etc.)
Monday – Friday, 8:00 AM-5:00 PM*

PLYMOUTH WOODS OFFICE CENTER – PROPERTY MANAGEMENT.....(952) 831-1001
3500 American Blvd. W., Bloomington, Minnesota 55431.....*Fax #: (952) 820-8750*
Ryan Tibbits / Property Management(952) 820-8772
Katie Kieffer / Property Management Assistant.....(952) 893-8898
Tammy Spencer, Building Engineer(952) 831-1001

LEASING.....(952) 831-1000
UNITED PROPERTIES
Bob Revoir(612) 319-1545

JANITORIAL SERVICES
American Building Maintenance
Dick Nylander – Area Manager(952) 893-8216

PLYMOUTH POLICE DEPARTMENT 9-1-1
PLYMOUTH FIRE DEPARTMENT 9-1-1
EMERGENCY MEDICAL ASSISTANCE 9-1-1

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BUILDING HOURS

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

We observe the following holidays:

- New Year's Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Christmas Eve – Close at Noon
- 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 United Properties' by your office manager. See Form B in the forms section of this handbook.

DELIVERIES

Daytime deliveries are limited to one half-hour maximum. Any deliveries over one half-hour must be scheduled with United Properties. Major deliveries can be made from 5:00 PM until 7:00 AM Monday through Friday and anytime on Saturday or Sunday. For reservations, please call United Properties at least 48 hours in advance of your delivery at (952) 831-1001.

Handcart Deliveries - Please note the following:

- All handcart deliveries must be made through the east delivery door only. Under no circumstances should your vendors or employees bring handcarts through the glass doors in the main lobby at the front of the building. Please inform your couriers and delivery companies.

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ELECTRONIC CARD ACCESS

For the protection and safety of our tenants in Plymouth Woods Office Center, we have installed an electronic card access security system which controls and monitors off-hour access to the building. Access is by a cardkey during the following hours:

Building

Monday - Friday 5:30 PM - 6:00 AM

Saturday 24 Hours

Sunday 24 Hours

United Properties provides each tenant with cardkeys which are then 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 United Properties immediately to ensure the security of the building and all tenants. 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 at a nominal fee per card. A printed record of each card's use detailing times, doors opened, dates, etc. may be obtained from United Properties upon request.

It is your responsibility as a tenant to notify us of necessary name changes, additions or deletions to and from the system. These changes need to be faxed to Linda Maher, Property Protection, at (952) 820-8706. The request must be on company letterhead and list the employee's name as well as their social security number for security purposes. It is very important that each tenant knows which employee is holding a given cardkey in order to utilize the aforementioned features. **Please allow 48 hours notice for any changes. Changes must be accompanied by a letter of authorization.**

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 United Properties at (952) 831-1001 to make arrangements. All requests should be faxed in on your company letterhead to (952) 893-8220. 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.

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MOVE-IN / MOVE-OUT 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 and review the current conditions of the building elevators and common corridors.
- All moving contractors must furnish a current certificate of insurance.
- The building will provide pads in the elevators. The moving contractor is expected to put protective material over hard floor surfaces and at the elevator corners.
- Please schedule all move-ins with United Properties Building Management at (952) 831-1000 at least two weeks in advance.
- Please have at least one representative from your company supervise your move and the moving company's activities throughout the entire move.

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:

Ryan Tibbits
United Properties
3500 American Blvd. W., Suite 200
Bloomington, Minnesota 55431

PHONE: (952) 820-8772 – FAX: (952) 820-8750

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PARKING

Employee Parking

Plymouth Woods Office Center has free above ground parking for employees and guests.

Visitor Parking

Visitor parking is provided for your visitors and clients with a **1 hour limit**. Vehicles parked longer than the one hour limit will be subject to towing without warning at the owner's expense.

Overnight Parking

Please do not leave your car in the parking lot overnight without notifying United Properties at (952) 831-1001.

Maintenance

The parking lot or some part of it is swept periodically. Please help us keep the facility clean by using the trash containers at the entrances to the building.

PROPERTY PROTECTION

Emergency Notification Names

We request that each tenant provide United Properties 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 United Properties via fax at (952) 820-8750. It is the tenant's responsibility to inform property management of any changes to their after-hours contact list.

Security Patrols

Providing a safe working environment at the Plymouth Woods Office Center Building is a top priority. After hours security patrols are conducted randomly during the week and on weekends. The officers check the exterior of the building, the interior common areas and tenant suite entrance doors to assure they are secure.

SMOKING POLICY

Plymouth Woods Office Center is a Smoke-Free Facility. In accordance with the Minnesota Clean Air Act, all common areas, corridors, stairwells, rest rooms, and other public areas are designated non-smoking. This includes all entrances to the building.

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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 United Properties immediately.

SUITE SIGNS & DIRECTORY STRIPS

Tenant suite signs and company identification strips for the building directory are ordered from United Properties 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 Ryan Tibbits at (952) 820-8750.*

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 two to three weeks.

RULES AND REGULATIONS

Tenant shall faithfully observe and comply with the following Rules and Regulations. Landlord shall not be responsible to Tenant for the nonperformance of any of said Rules and Regulations by or otherwise with respect to the acts or omissions of any other tenants or occupants of the Building.

1. Smoking is not permitted in any area of the building.
2. Tenant shall not alter any lock or install any new or additional locks or bolts on any doors or windows of the Premises without obtaining Landlord's prior written consent. Tenant shall bear the cost of any lock changes or repairs required by Tenant. Two keys will be furnished by Landlord for the Premises, and any additional keys required by Tenant must be obtained from Landlord at a reasonable cost to be established by Landlord. Tenant will return its keys to Landlord upon the termination of the Lease.
3. All doors opening to public corridors shall be kept closed at all times except for normal ingress and egress to the Premises, unless electrical hold backs have been installed.
4. Landlord reserves the right to close and keep locked all entrance and exit doors of the Building during such hours as are customary for comparable buildings in the vicinity of the Building. Tenant, its employees and agents must be sure that the doors to the Building are securely closed and locked when leaving the Premises if it is after the normal hours of business for the Building. Any tenant, its employees, agents or any other persons entering or leaving the Building at any time when it is so locked, or any time when it is considered to be after normal business hours for the Building, may be required to sign the Building register when so doing. Access to the Building may be refused unless the person seeking access has proper

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identification or has a previously arranged pass for access to the Building. The Landlord and his agents shall in no case be liable for damages for any error with regard to the admission to or exclusion from the Building of any person. In case of invasion, mob, riot, public excitement, or other commotion, Landlord reserves the right to prevent access to the Building during the continuance of same by any means it deems appropriate for the safety and protection of life and property.

5. Landlord shall have the right to prescribe the weight, size and position of all safes and other heavy property brought into the Building. Safes and other heavy objects shall, if considered necessary by Landlord, stand on supports of such thickness as is necessary to properly distribute the weight. Landlord will not be responsible for loss of or damage to any such safe or property in any case. All damage done to any part of the Building, its contents, occupants or visitors by moving or maintaining any such safe or other property shall be the sole responsibility of Tenant and any expense of said damage or injury shall be borne by Tenant.

6. Landlord shall have the right to control and operate the public portions of the Building, the public facilities, the heating and air conditioning, and any other facilities furnished for the common use of tenants, in such manner as is customary for comparable buildings in the vicinity of the Building.

7. The requirements of Tenant will be attended to only upon application at the Building Management Office or at such office location designated by Landlord. Employees of Landlord shall not perform any work or do anything outside their regular duties unless under special instructions from Landlord.

8. Tenant shall not disturb, solicit, or canvass any occupant of the Building and shall cooperate with Landlord or Landlord's agents to prevent same.

9. The toilet rooms, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed. and no foreign substance of any kind whatsoever shall be thrown therein. The expense of any breakage, stoppage or damage resulting from the violation of this rule shall be borne by the tenant who, or whose employees or agents, shall have caused it.

10. Tenant shall not overload the floor of the Premises, nor mark, drive nails or screws, or drill into the partitions, woodwork or plaster or in any way deface the Premises or any part thereof without Landlord's consent first had and obtained.

11. Except for vending machines intended for the sole use of Tenant's employees and invitees, no vending machine or machines of any description other than fractional horsepower office machines shall be installed, maintained or operated upon the Premises without the written consent of Landlord.

12. Tenant shall not use or keep in or on the Premises or the Building any kerosene, gasoline or other inflammable or combustible fluid or material.

13. Tenant shall not use any method of heating or air conditioning other than that which may be supplied by Landlord, without the prior written consent of Landlord. Tenant shall not obstruct, alter, or in any way impair the efficient operation of Landlord's heating, ventilation,

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electrical, fire, safety, or lighting systems, nor shall Tenant tamper with or change the setting of any thermostat or temperature control valves in the Building.

14. Tenant shall not use, keep or permit to be used or kept, any foul or noxious gas or substance in or on the Premises, or permit or allow the Premises to be occupied or used in a manner offensive or objectionable to Landlord or other occupants of the Building by reason of noise, odors, or vibrations, or interfere in any way with other Tenants or those having business therein.

15. Tenant shall not bring into or keep within the Building or the Premises any animals, birds, bicycles or other vehicles.

16. Cooking is not permitted by any tenant on the Premises, nor shall the Premises be used for the storage of merchandise, for lodging or for any improper, objectionable or immoral purposes. Notwithstanding the foregoing. Underwriters' laboratory-approved equipment and microwave ovens may be used in the Premises for heating food and brewing coffee, tea, hot chocolate and similar beverages, provided that such use is in accordance with all applicable federal, state and city laws, codes, ordinances, rules and regulations, and does not cause odors which are objectionable to Landlord and other Tenants.

17. Landlord will approve where and how telephone and telegraph wires are to be introduced to the Premises. No boring or cutting for wires shall be allowed without the consent of Landlord. The location of telephone, call boxes and other office equipment affixed to the Premises shall be subject to the approval of Landlord.

18. Landlord reserves the right to exclude or expel from the Building any person who, in the judgment of Landlord, is intoxicated or under the influence of liquor or drugs, or who shall in any manner do any act in violation of any of these Rules and Regulations.

19. Tenant, its employees and agents shall not loiter in the entrances or corridors, nor in any way obstruct the sidewalks, lobby, halls, stairways or elevators, and shall use the same only as a means of ingress and egress for the Premises.

20. Tenant shall not waste electricity, water or air conditioning and agrees to cooperate fully with Landlord to ensure the most effective operation of the Building's heating and air conditioning system, and shall refrain from attempting to adjust any controls. This includes the closing of exterior blinds, disallowing the sun rays to shine directly into areas adjacent to exterior windows.

21. Tenant shall store all its trash and garbage within the interior of the Premises. No material shall be placed in the trash boxes or receptacles if such material is of such nature that it may not be disposed of in the ordinary and customary manner of removing and disposing of trash and garbage in the city in which the Building is located without violation of any law or ordinance governing such disposal. All trash, garbage and refuse disposal shall be made only through entry-ways and elevators provided for such purposes at such times as Landlord shall designate.

22. Tenant shall comply with all safety, fire protection and evacuation procedures and regulations established by Landlord or any governmental agency.

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23. Tenant shall assume any and all responsibility for protecting the Premises from theft, robbery and pilferage, which includes keeping doors locked and other means of entry to the Premises closed, when the Premises are not occupied.

24. No awnings or other projection shall be attached to the outside walls of the Building without the prior written consent of Landlord. No curtains, blinds, shades or screens shall be attached to or hung in, or used in connection with, any window or door of the Premises without the prior written consent of Landlord. All electrical ceiling fixtures hung in offices or spaces along the perimeter of the Building must be fluorescent and/or of a quality, type, design and bulb color approved by Landlord.

25. The sashes, sash doors, skylights, windows and doors that reflect or admit light and air into the halls, passageways or other public places in the Building shall not be covered or obstructed by Tenant, nor shall any bottles, parcels or other articles be placed on the windowsills.

26. The washing and/or detailing of or the installation of, radios, telephones in or general work on, automobiles shall not be allowed on the Real Property.

27. Food vendors shall be allowed in the Building upon receipt of a written request from the Tenant. The food vendor shall service only the tenants that have a written request on file in the Building Management Office. Under no circumstance shall the food vendor display their products in a public or common area including corridors and elevator lobbies. Any failure to comply with this rule shall result in immediate permanent withdrawal of the vendor from the Building.

28. Tenant must comply with requests by the Landlord concerning the informing of their employees of items of importance to the Landlord.

29. Tenant shall comply with any non-smoking ordinance adopted by any applicable governmental authority.

30. The sidewalks, halls, passages, exits, entrances, elevators, stairways and common area of the Building shall not be obstructed by the Tenant or used by it for any purpose other than for ingress and egress from its Premises.

31. The conference room may be used by tenants of the Building only. Use of the conference room facility by outside persons is not permitted without the permission of United Properties.

32. Tenant shall not install any radio or television antenna, satellite dish, loudspeaker, or other similar device on the roof or exterior walls of the Building without the written permission of United Properties. No television or radio or recorder shall be played in such a manner as to cause a nuisance to any other tenant.

33. Tenant shall not occupy the Building or permit the Premises to be occupied for the manufacture or direct sale of liquor, narcotics, or tobacco in any form, or as a barber shop, manicure shop, music or dance studio. Tenant shall not conduct in or about the Building any auction without the prior written approval of Landlord.

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34. Tenant shall not enter the mechanical rooms, air conditioning rooms, electrical closets, janitorial closets, or similar areas or go upon the roof of the Building without the prior written approval of Landlord.

35. Landlord reserves the right at any time to change or rescind any one or more of these Rules and Regulations, or to make such other and further reasonable Rules and Regulations as in Landlord's judgment may from time to time be necessary for the management, safety, care and cleanliness of the Premises and Building, and for the preservation of good order therein, as well as for the convenience of other occupants and tenants therein. Landlord shall not be responsible to Tenant or to any other person for the nonobservance of the Rules and Regulations by another tenant or other person. Tenant shall be deemed to have read these Rules and Regulations and to have agreed to abide by them as a condition of its occupancy of the Premises. Landlord shall use reasonable efforts to enforce these Rules and Regulations against any other occupant of the Building, but Landlord may waive any one or more of these Rules and Regulations for the benefit of any particular tenant or tenants, but no such waiver by Landlord shall be construed as a waiver of such Rules and Regulations in favor of any other tenant or tenants, nor prevent Landlord from thereafter enforcing any such Rules or Regulations against any or all tenants of the Building.

PLYMOUTH WOODS OFFICE CENTER
General Services

HAZARDOUS WASTE

United Properties 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.
5. If you are in search of the proper disposal guidelines, suspect contamination, or have questions, contact the property management office or the Minnesota Department of Health at (612) 348-1919.

Please also refer to your lease for proper notification requirements.

HEATING, VENTILATING, AND AIR CONDITIONING

(HVAC)

United Properties 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.

PLYMOUTH WOODS OFFICE CENTER

General Services

JANITORIAL SERVICE

United Properties and American Building Maintenance (ABM) operate the janitorial staff at Plymouth Woods Office Center. Cleaning is completed after business hours. The night crew is responsible for cleaning the building common areas and tenant spaces. Please do not hesitate to contact the property management office at (952) 831-1001 with any questions or concerns.

Listed below is a brief overview of daily 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 United Properties so that we may respond to your needs in an efficient and effective manner.

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, American Building Maintenance, 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.

PLYMOUTH WOODS OFFICE CENTER

General Services

LIGHTS

Please report burned out lights to United Properties 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

Mail Pick-up

The Plymouth Post Office will deliver directly to your suites.

Outgoing Mail

Outgoing mail can be left with your carrier at time of delivery.

Mailing Address

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

3300 Fernbrook Lane., Suite xxx
Plymouth, MN. 55447

If you have any questions, or need to set up any special services, please contact the Plymouth Post Office.

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 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.

You can also fax the request to (952) 893-8220 or e-mail them to service@uproperties.com.

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

PLYMOUTH WOODS OFFICE CENTER

General Services

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) 831-1000 for additional labels.

In addition to trash removal, a document destruction service is also available for any sensitive materials tenants may not want to include with the trash or recycling.

PLYMOUTH WOODS OFFICE CENTER

Forms

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

PLYMOUTH WOODS OFFICE CENTER

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.

Katie Kieffer
United Properties
3500 American Blvd. W., 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: _____

PLYMOUTH WOODS OFFICE CENTER

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 (see section B-4). 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.

Linda Maher
United Properties
3500 American Blvd. W., Suite 200
Bloomington, Minnesota 55431
FAX: (952) 820-8706

Tenant _____

Tenant Suite _____ **Main Company Phone** _____

Authorized _____ **Phone** _____

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"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLYMOUTH WOODS OFFICE CENTER

SUITE SIGNS & DIRECTORY STRIPS

FORM C

Tenant suite signs and company identification strips for the building directory are ordered from United Properties 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 Angie Holbrook at (952) 820-8750*. 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. _____

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

PLYMOUTH WOODS OFFICE CENTER

QUESTIONS?

... CALL PROPERTY MANAGEMENT.

Please feel free to contact your Property Manager, Ryan Tibbits, at (952) 820-8772 with any questions you may have.

We will continue to provide you with updates and keep you informed on the most current information.

At United Properties, our commitment to quality customer service drives us to implement the best possible solutions for property owners, investors, and tenants.