



**CUSHMAN &
WAKEFIELD**

**Tenant Handbook
& Life Safety Manual**



Crescent Ridge Corporate Center I

This handbook has been prepared to provide helpful information about Crescent Ridge Corporate Center I . If you have any questions regarding its contents, we welcome your call.

Cushman & Wakefield

Operator for

Crescent Ridge Corporate Center I

Building Management Phone: +1 952-847-2400

Crescent Ridge Corporate Center I

TENANT EMERGENCY PROCEDURES MANUAL

DISCLAIMER

This manual is intended solely for information and guidance and is not to be the only source used to compile an Emergency Procedures Manual. Information should be sought from and reliance placed upon life safety professionals when preparing and using any manual such as the one described herein. Any reliance on the contents of this manual is at the sole discretion of the user. Property Reserve Inc. and Cushman & Wakefield along with any of its affiliates, assigns, or successors, shall not be liable for any claims made against it by anyone in connection with the preparation or use of a manual based on these guidelines.

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Section 1: Building Operations

Operations/Maintenance Department

The Property Management Department is responsible for handling tenant calls and service requests of the following nature:

- Emergency situations.
- Reports of temperature discomfort.
- Service and repair requests.
- Lock work and key requests.
- Light bulb/tube replacement.
- Requests for special cleaning or issues regarding existing cleaning.
- Questions concerning monthly statement.
- Special work requests.

Building Management Office

Cushman & Wakefield 11100 Wayzata Blvd., Suite 240 Minnetonka, MN 55305

Building Management Contacts

Title	Name	Phone Number	E-Mail
Senior Property Manager	Ashley Lair	952-847-2401	ashley.lair@cushwake.com
Senior Property Manager Assistant	Angie Wilson	952-847-2400	<u>Angela.Wilson@cushwake.com</u>
Lead Engineer	Jim Beumer	952-847-2400	

Hours of Operation

Monday through Friday.

Open: 7:00 AM

Close: 6:00 PM

Closed: Saturdays, Sundays and Holidays.

Building Holidays

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day.

Services are not provided on these days unless arranged in advance with Building Office. A building Security Officer will be on duty 24 hours a day and may be contacted at (952) 847-2410.

Custodians

Daytime custodial personnel are employed for the purpose of daytime cleaning. Custodial personnel are responsible to stock restroom supplies, police the common areas and exterior of the building, and spillage clean up as needed.

Custodians can also assist tenants by request only through the Building Office.

Cleaning Services

A responsible cleaning contractor has been contracted by Cushman & Wakefield on behalf of Property Reserve, Inc. to commercially clean your office space and all public areas. This service is conducted during normal business hours with special requests/services being performed after normal business hours Monday through Friday.

Cleaning responsibilities include but are not limited to the emptying of trash, dusting accessible areas, vacuuming carpets, sweeping hard surface floors, and spot cleaning as necessary.

A detailed cleaning schedule can be obtained by calling the Building Office. Arrangements can be made through the Building Office for special cleaning services not included in the regular daily cleaning contract, such as carpet cleaning, ceiling cleaning, and blinds washing.

Information on **Pandemic Preparedness** can be found on of this Handbook.

Deliveries

Packages, furniture, and office machinery requiring the use of dollies or carts should be delivered via the Back Entrance (Loading Dock), between the hours of 7:00 AM, and 6:00 PM Monday through Friday.. Use of the elevators during this time is on a first come, first served basis.

Any large deliveries (i.e., more than one trip on an elevator or deliveries requiring the use of elevator pads) should be made after hours Monday through Friday., 7:00 AM through 6:00 PM, or by appointment Saturday or Sunday. Contact the Building Office to reserve the Service Entrance and arrange for elevator pads to be hung in the elevator.

Building personnel are not permitted to accept deliveries of any kind (furniture, supplies, etc.) on your behalf.

Cushman & Wakefield cannot be held responsible for deliveries made to the building lobby. Please take care not to damage the building or corridors during deliveries. Any damage from deliveries or moves is the responsibility of the moving company and/or the tenant.

Maintenance Personnel

Daytime maintenance personnel are available for minor repairs, light bulb changes, and other related duties.

Maintenance personnel are available *by request only* through WorkSpeed.

There will be a minimum charge for any non-standard work performed by a maintenance person on tenant-responsible items. For billing purposes, time is calculated in 15-minute increments and charged at the then applicable hourly rate. Tenants will be asked to sign a Work Order authorizing the work to be performed.

Due to insurance requirements, maintenance personnel have been instructed that **under no circumstances will Tenants be allowed to use Building tools or equipment.**

Service and Repair Requests

The Building Office accepts service requests. In order to assure proper communication, we recommend that each tenant appoint one person in the company to relay maintenance requests to us. This can minimize communication breakdown and prevent mishandled requests.

The Building Office can accommodate most requests; however, particularly complex job requests may limit our ability to comply.

All service requests should be directed to the online program called WorkSpeed. They should not be relayed through a member of the Maintenance Department. Only requests registered in the Building Office will be acted upon.

Be as specific as possible when identifying the location of a problem (i.e.: the name/location of the person's office). This will help expedite service.

Service requests for non-building standard lights or work outside the scope of Landlord's normal responsibilities are at the Lessee's expense. Labor and material rates are available upon request from the Building Office.

Gratuities

Employees of Cushman & Wakefield have been instructed by Management not to accept gratuities or gifts. Tenants are requested not to offer gratuities to maintenance, custodial, or office personnel of Cushman & Wakefield. Your cooperation will help us ensure equal treatment and service for each tenant.

Tenant Contact Person

We ask each tenant to appoint one person to act as liaison with our staff. This will minimize duplicate service requests from within the same office. Ideally, this contact person will be the only person authorized to make requests. Please designate a back-up contact person to fill in during vacation or illness.

Typical requests would be:

- Temperature adjustment.
- Replacement of burned out light bulbs.
- Requests for special cleaning or complaints regarding existing cleaning.
- Requests including changes in the physical space or changes with locks and keys.

It is important that we have the cell phone number of the tenant contact person and the back-up contact person so that we can notify you of any after-hours emergency. These phone numbers are given to management only and are held in the strictest confidence.

We would appreciate your appointment of these individuals and due notification so we may acquaint him/her with our operations.

Please fill out and submit the form on Page 23

Solicitors

Out of respect for your privacy, we do not allow solicitation of any kind within the Office Building Project. We would appreciate your help in this regard by notifying the Building Office of any solicitors within your office.

Phone: +1 952-847-2400

Lost and Found

The Building Office will act as a clearinghouse for all lost and/or found articles.

Please turn any article found into the Building Office, along with information pertaining to the location, date, and time the item was found.

We will do our best to ensure that lost articles are recovered by their rightful owners.

Directory Changes

Any changes to the Building Directory Kiosk must be requested in writing through the Building Office.

Insurance

Property Reserve Inc. and Cushman & Wakefield cannot insure tenant's personal property against loss or damage.

It is the tenant's responsibility to obtain and pay for insurance covering office furniture, business equipment, etc.

We recommend that you check your insurance coverage to assure that you have sufficient coverage for all of your personal possessions housed in the building.

Property Reserve Inc. and Cushman & Wakefield cannot insure cars or personal property left in cars in the parking areas. Please inform all personnel that they are responsible for their own belongings (i.e.: stereos, radar detectors, packages, etc.).

Vendor Insurance

Property Reserve Inc. and Cushman & Wakefield require that any vendors entering the building on behalf of tenant must have a current certificate of insurance on file with the Building Office. Please contact the Building Office with the name and number of the vendor and the work that they are contracted to complete.

Elevator Secure Mode

From time to time, you may require the services of an outside contractor for work not performed under the Lease. If it is necessary that the contractor work in your space after Building Office business hours, or on Saturday or Sunday, you must have approval from the Building Office.

Rental Payments

Checks should be made payable to Property Reserve Inc. and mailed to:

Property Reserve Inc.
c/o Crescent Ridge
Dept. 203
PO Box 26945
Salt Lake City, UT 84126

Statements showing recurring monthly charges, as well as any non-recurring charges for keys, materials, repairs, remodeling, or other services authorized in writing by your company through the Building Office will be mailed to you on or before the first of each month. The statements are sent as a courtesy and rent payments are due by the first of each month or as specified in your lease.

Tenants should contact the Building Office immediately upon receipt of the monthly statement if there are any questions regarding the amount(s) due for the current period.

Leasing/Marketing Department

Cushman & Wakefield
3500 American Blvd. Suite 200
Bloomington, MN 55431
+1 952-847-2400

Please contact the Leasing/Marketing Office for any information related to leasing additional space or referring someone to us who may be interested in leasing office or industrial property in the Twin Cities, Metropolitan area.

Building Rules and Regulations

The following are the Lessor's Rules and Regulations which are referred to in the Lease, and the Lessee agrees that its employees and agents, or any others permitted by Lessee to occupy or enter Premises, will at all times abide by them.

VIOLATION OF THESE RULES CAN RESULT IN A DEFAULT OF THE LEASE.

Lessor shall not be liable for the non-observance of said rules and regulations by any other tenant.

The following rules and regulations shall apply to the Premises, the Office Building Project, and the appurtenances thereto:

1. Lessee shall not suffer or permit the obstruction of any Common Areas, including driveways, walkways, and stairways.
2. Lessor reserves the right to refuse access to any persons that Lessor in good faith judges to be a threat to the safety, reputation, or property of the Office Building Project and its occupants.
3. Lessee shall not make or permit any noise or odors that annoy or interfere with other lessees or persons having business within the Office Building Project.
4. Lessee shall not keep animals or birds within the Office Building Project, and shall not bring bicycles, motorcycles, or other vehicles into areas not designated as authorized for same, except for assistance dogs for the disabled or wheelchairs or electric or motorized vehicles for individual transport of disabled persons.
5. Lessee shall not make, suffer, or permit litter except in appropriate receptacles for that purpose.
6. Lessee shall not alter any lock or install new or additional locks or bolts on the doors or windows of the Premises.
7. Lessee shall be responsible for the inappropriate use of any toilet rooms, plumbing, or other utilities. No foreign substances of any kind are to be inserted therein.
8. Lessee shall not deface the walls, partitions, or other surfaces of the Premises or Office Building Project.
9. Lessee shall not suffer or permit anything in or around the Premises or Building that causes excessive vibration or floor loading in any part of the Office Building Project.
10. Furniture, significant freight, and equipment shall be moved into or out of the building only with the Lessor's knowledge and consent, and subject to such reasonable limitations, techniques, and timing, as may be designated by Lessor. Lessee shall be responsible for any damage to the Office Building Project arising from any such activity.
11. Lessee shall not employ any service or contractor for services or work to be performed in the Building, except as approved by Lessor.
12. Lessor reserves the right to close and lock the Building on Saturdays (excluding the hours of 8:00 A.M. to 1:00 P.M.), Sundays, and legal holidays, and on other days between the hours of 6:00 P.M. and 7:00 A.M. of the following day. If Lessee uses the Premises during such periods, Lessee shall be responsible for securely locking any doors it may have opened for entry.
13. Lessee shall return all keys at the termination of its tenancy and shall be responsible for the Cost of replacing any keys that are lost.

14. No window coverings, shades, or awnings shall be installed or used by Lessee other than the Building standard windows shades.
15. No Lessee, employee or invitee shall be allowed upon the roof of the Building, except as permitted by building management .
16. The Building is designated as a non-smoking facility. Lessee shall not suffer or permit smoking or carrying of lighted cigars or cigarettes in areas reasonably designated by Lessor or by applicable governmental agencies as non-smoking areas.
17. Lessee shall not use any method of heating or air conditioning other than as provided by Lessor.
18. The Premises shall not be used for lodging or manufacturing, cooking, or food preparation (microwave ovens for Lessee's personal use excepted).
19. Lessee shall comply with all safety, fire protection, and evacuation regulations established by Lessor or any applicable governmental agency.
20. Lessor reserves the right to waive any one of these rules and regulations, and/or as to any particular Lessee, and any such waiver shall not constitute a waiver of any other rule or regulation or any subsequent application thereof to such Lessee.
21. Lessee assumes all risks from theft or vandalism within the Premises and agrees to keep its Premises locked as may be required.
22. Lessor reserves the right to make such other reasonable rules and regulations as it may from time to time deem necessary for the appropriate operation and safety of the Office Building Project and its occupants. Lessee agrees to abide by these and such rules and regulations.

Additional Rules and Regulations:

1. No Lessee, or any person or firm associated with the Lessee, shall at any time bring or keep upon the Premises any flammable, combustible, or explosive fluid, chemical, or substance other than typical office cleaning supplies.
2. Lessee shall immediately notify Lessor and the Building Office of any serious breakage, sickness, fire, or disorder which comes to Lessee's attention, either in a tenant area or in any common area of the Building.
3. IMMEDIATELY, upon hearing the fire signal, each person will:
 - a. Pick up wearing apparel and personal belongings; do not carry umbrellas or other large objects with you.
 - b. Walk – DO NOT RUN – to the nearest stairway, enter, and proceed to exit the Building. Do not use the elevators. Do not linger. Keep moving.
 - c. You will be advised when it is safe to re-enter the Building. Anyone discovering a fire will follow the directions posted on each fire alarm box, and then station himself or herself outside the Building to direct the responding fire equipment to the location of the fire.
4. Lessee shall not permit the use of any device or instrument within its Premises that would be disturbing to normal sensibilities of other tenants. This includes sound reproduction systems, television sets, phonographs, radios, or excessively bright, changing, flashing, flickering, or moving lights, which are audible or visible beyond the confines of Lessee's Premises. No Lessee shall make any unseemly or disturbing noises or disturb or interfere with occupants of

the Office Building Project or neighboring buildings or Premises or those having business with them, whether by the use of any musical instrument, radio, talking machines, whistling, singing or in any other way. No Lessee shall throw anything out of the doors or window or down the corridors or stairs of the Building.

5. Lessor will not repair or maintain suite finishes which are non-standard, such as kitchens, bathrooms, wallpaper, special lights, etc. However, should the need arise for repairs of items not maintained by Lessor, Lessor will, upon request, arrange for the work to be done at Lessee's expense.
6. Lessee is responsible for care and maintenance of its own fire extinguishers; the number and size being determined by the code of the City of Minnetonka. Such extinguishers shall be checked and recharged annually at Lessee's expense.
7. The use of space heaters is strictly prohibited in the Office Building Project for fire and life safety reasons. The Lessor will remove any space heaters found in the Building.
8. **The following acts shall not be allowed or suffered to be done nor conditions allowed to exist upon the Premises or any part thereof:**

8.1 Any violation of any federal, state, or municipal statute or ordinance, or any regulation, order, or directive of a governmental agency, as such statutes, ordinances, regulations, orders or directives now exist or may hereafter provide concerning the use and safety of the Premises.

8.2 Any violation of any certificate of occupancy covering or affecting the use of the Premises or any part hereof.

8.3 Any public or private nuisance.

8.4 The display or distribution of drug paraphernalia or sexually related paraphernalia, except as the same may be legally dispensed by a physician or surgeon, dentist, or pharmacist, duly licensed to practice such profession in the State.

8.5 The manufacture, distribution, sales, or dispensing in any manner of illegal drugs, or any type of illegal drug activity or consumption.

8.6 The sale or dispensing of alcoholic beverages.

8.7 The showing, displaying, viewing, renting, or selling of movie films within the Premises which would be classified as "X" or "R"-rated under present standards of criteria for such classification and rating.

8.8 Gambling.

8.9 The establishment or maintenance of a bawdy house, bar, nightclub, or tavern.

8.10 Any other act or condition, which shall be lewd, obscene, or licentious.

8.11 Performance of abortions.

8.12 Mark, or drive nails, screw or drill into the partitions, woodwork or plaster or otherwise deface its Premises or any part hereof. This shall exclude the changing of pictures, artwork, etc.

8.13 Smoking shall not be permitted within the Building or within twenty-five feet of building entrances.

Parking Rules and Regulations

1. Parking areas shall be used only for parking by vehicles no longer than full size, passenger automobiles, light trucks, or SUVs, herein called "**Permitted Size Vehicles**".
2. Lessee shall not permit or allow any vehicles that belong to or are controlled by Lessee or Lessee's employees, suppliers, shippers, customers, or invitees to be loaded, unloaded, or parked in areas other than those designated for such activities.

3. Lessor reserves the right to reasonably allocate parking spaces between compact and standard size spaces, as long as the same complies with applicable laws, ordinances, and regulations and to allocate and assign parking spaces among Lessee and the other tenants of the Building or to restrict the use of certain parking spaces for certain tenants.
4. Users of the parking area will obey all posted signs and park only in the areas designated for vehicle parking.
5. Unless otherwise instructed, every person using the parking area is responsible for parking and locking his or her own vehicle. Except as provided in the Lease, Lessor will not be responsible for any damage to vehicles, injury to persons, or loss of property, all of which risks are assumed by the party using the parking area.
6. The maintenance, washing, waxing, or cleaning of vehicles in the parking area is prohibited.
7. Lessee shall be responsible for seeing that all of its employees, agents, and invitees comply with the applicable parking rules, regulations, laws, and agreements.
8. Lessor reserves the right to amend or modify these rules and/or adopt such other reasonable and nondiscriminatory rules and regulations as it may deem necessary for the proper operation of the parking area. Any modification, amendment, or supplement to the Rules and Regulations shall be binding upon Lessee ten (10) days after Lessor's deliver of notice of such change to Lessee.
9. Such parking use as is herein provided is intended merely as a license only and no bailment is intended or shall be created hereby.

Additional Parking Rules:

1. No disabled vehicle, automobile, truck, trailer, or bicycle shall be left on the Office Building Project for more than 48 hours without Lessor's consent. In the event that this rule is not complied with, the Lessor shall have the right to tow away said vehicle at the expense of the Lessee without notice.
2. Tenant agrees to supply upon request a list of all employees and their respective automobile type and license plate numbers for Lessor's file. Lessee also agrees to update this list no more than twice per year upon Lessor's request.

Security

Good office security requires everyone's cooperation. For your protection, please help by observing the following:

- Never leave your reception area unattended.
- Corridor doors should be closed at all times. Be certain that all doors are locked when you close your office or leave the reception area unattended. Be particularly vigilant before or after normal working hours and during lunch and break periods.
- Advise employees never to leave purses or other valuable items on or under desks. Cash, stamps, blank checks, and portable dictating equipment should be secured in locked cabinets or desks.
- It is suggested that all items of value should be engraved where the engraving can be easily observed without dismantling the object. This greatly increases the risks burglars and thieves must take to steal your property.

- If an employee leaves your firm under adverse conditions without turning in his/her keys, notify the Building Office at once to request rekeying the locks. (This service would be a charge to your company.)
- Be suspicious of people who might enter your office area to ask for directions or to fill out job applications.
- Out of respect for your privacy and building security, Property Reserve Inc. and Cushman & Wakefield prohibit solicitation in its buildings. Please notify the Building Office whenever there are any solicitors in your building.
- Demand to see proper identification of anyone who represents himself as a public utility employee, cleaner, etc., before giving the person access to any areas of the building under your control.
- Report any malfunctioning lock or door closer immediately to the Building Office.

After Hours Security

The management personnel have been instructed that under no circumstances shall they ever unlock a tenant's door, or grant access to any tenant or employee, tenant contractor, or tenant vendor. Please arrange for an authorized employee to provide access for such people.

Section 2: Emergency Procedures

Emergency Calls

The primary concern in the event of an emergency situation is to minimize the potential danger to all occupants of Crescent Ridge Corporate Center I.

In emergency situations, the Minnetonka Police Department or the Minnetonka Fire Department can be contacted. The Police Department may be responsible for providing supplementary directions and guidance in the implementation of these procedures. The primary method to contact the Minnetonka Police Department or the Minnetonka Fire Department is to call 9-1-1.

In addition, enclosed is a copy of the Bomb Threat Phone Call Form on page 18, which we recommend be placed within reach of all telephone receptionists and operators.

Systems

Incorporated into Crescent Ridge Corporate Center I are various systems specifically designed to detect smoke, report fires, and if necessary, provide a means for safe exit of occupants.

1. Fire Alarm Control Panel (FACP)
 - a. In the event of an emergency fire situation, the **Fire Alarm Control Panel (FACP)**, located in the Building Engineers Office on 1st Floor.
 - b. The **FACP** identifies all fire alarm devices.
2. Smoke Detection System
 - a. Upon detection of smoke, the *smoke detectors located in air handling units* will:
 - i. Automatically shut down the air handling units to prevent the spread of smoke.
 - ii. Provide initial warning of smoke at the **FACP**.
 - iii. Activate audible and visual devices on each floor.
 - b. Smoke detectors in all elevator corridors will:
 - i. Provide initial warning of smoke at the **FACP**.
 - ii. Activate audible and visual devices in the building.
 - iii. Activate automatic recall of elevators. **Elevator fire service emergency operation.** The elevators will be recalled to the primary or secondary landing zones in the event of a fire. Do not attempt to use the elevators. They will be out of service to prevent them from being called to the fire floor. Firefighters will be able to take control of the elevators for firefighting operations.
3. Manual Fire Alarm Pull Boxes
 - a. Each floor has three **Manual Fire Alarm Pull Boxes. Located near stairwells and at all exits.**
 - b. These boxes will cause an audible/visible alarm to be activated in the building.
 - c. In addition, an alarm indicating the floor affected will be displayed at the **FACP**.

4. Fire Extinguishers

- a. All **Fire Extinguishers** in the common areas of Crescent Ridge Corporate Center I are Class ABC. They are located in the Fire Extinguisher Cabinets. Operational instructions are on the extinguishers.
- b. For additional **Fire Extinguisher** information, see Appendix #5.

5. Sprinkler System

- a. Sprinkler systems are installed on all floors of Crescent Ridge Corporate Center I.

6. Fire Exits

- a. Each floor is serviced by two exit stairways, located on the East, Central and West sides of each corridor.
- b. Twenty-four hours per day, doors on the second and third floors are designed so that individuals can enter the stairways from any floor but cannot normally exit onto another floor. In a fire alarm condition, the stairway doors will unlock so you can get from one exit stairway to another.
- c. The emergency exit from the West stairwell exits to the West parking lot or to the lobby and to the South parking lot. The emergency exit from the East stairwell exits to the East parking lot or to the lobby and to the South parking lot. The center stairwell between the first and second floors exits into the Building lobby and to the South parking lot.

Energy and Environmental Conservation

Building management appreciates your contribution to energy conservation. Simple solutions really do go a long way to conserve energy, resulting in lower operating costs and a reduced impact on our environment. Crescent Ridge Corporate Center was first awarded the Energy Star Label in 2008 and has received the designation each following year.

- Turn all lights off at the end of the business day and when leaving your premises for any length of time.
- Consider installing separate light switches or motion sensors in less occupied rooms, i.e. lunch and storage rooms or individual offices.
- Turn off computer monitors and other electronics when not in use.
- Set computers and copier machines to sleep/standby mode for periods of inactivity.
- Assign someone to check that appliances, electronics and lights are turned off at the end of day when the office is closing. This assists in maintaining a safe environment in your premises.
- Use the building standard window blinds to assist in temperature control and reduction of energy consumption.
 - Open for natural lighting
 - Closed during periods of direct summer sunlight to avoid heat buildup.
- Dress appropriately for current weather conditions. Dress warmly in colder winter months and for warmer temperature during the summer months.
- Do not use space heaters (not permitted in the building for safety purposes) or fans. Contact building management office to report temperature issues. This alerts building management to the temperature and airflow variations in heating and cooling equipment and assists to identify areas of concern and/or in need of repair.

- Promptly report any leaky faucets, water fountains and leaky/running toilets and urinals to building management.
- Use task lighting instead of overhead lighting when possible. Use CFL or LED bulbs to reduce even more energy.
- Recycle electronic equipment and batteries with the appropriate local resources.
- Look for the ENERGY STAR® label on light bulbs, appliances, electronics, and other products. ENERGY STAR products meet strict efficiency guidelines set by the U.S. Environmental Protection Agency and the U.S. Department of Energy.

Fire Emergency Procedures

If smoke or fire is **sighted**, the following actions/procedures should be followed:

1. **Pull the handle at the Manual Fire Alarm Pull Box and exit the building.** This alarm will:
 - a. Activate audible and visual devices in the building.
 - b. Call 911 after you have exited the area and are in a safe location. If possible, call *the Building Office* at 952-847-2400 to provide details of the emergency.
2. When a fire is discovered:
 - a. Close the door to the fire area. It is extremely important to close doors to keep smoke and flames from spreading.
 - b. Pull the closest Fire Alarm. Pull stations are located near the stairwells of each floor and will automatically notify the Fire Department.
 - c. Call 911. (Do Not Call from the Fire Floor) and Provide the following information:
 - i. Your Name
 - ii. Your Company's Name
 - iii. Your Suite Number and Floor Number
 - iv. What is on Fire – Exact Location of the Fire
 - v. Your Telephone Number
 - vi. **DO NOT HANG UP UNTIL TOLD TO DO SO**
3. This operator should relay this information to the Fire and Police Departments.
4. When an audible/visual alarm is activated:
 - a. The **Building Manager** and **Engineer** will proceed immediately to the **Fire Alarm Control Panel (FACP)**.
 - b. With the assistance of the **Tenant Deputy Safety Coordinator** and **Tenant Searchers**, all occupants of each floor should proceed to their floor's elevator lobby and await instructions from the **Tenant Safety Coordinator**.

Life Safety Personnel

1. City of Minnetonka Fire Protection District
 - a. Upon arrival, the **Fire Department Incident Commander** will be in command of all emergency fire operations.

2. Safety Director
 - a. The **Safety Director** coordinates the Life Safety Program, and in emergency situations, acts as the liaison between Crescent Ridge Corporate Center I and local public safety agencies, i.e., local fire department, local police department.
3. Tenant Safety Coordinator:
 - a. Each floor of Crescent Ridge Corporate Center I will be under the direction of a designated **Tenant Safety Coordinator**, who will assume responsibility for:
 - i. Checking availability of designated personnel on the “**Floor Emergency Organization Chart**” (Appendix 1) on a regular basis and providing an alternate when a position on the chart is not covered.
 - ii. Keeping the “Personnel Requiring Assistance during Evacuation” Form (Appendix 4) updated.
 - b. Activating the **Manual Fire Alarm Pull Box**, if required.
 - c. When directed, overseeing the orderly exit of occupants via their stairway.
4. Tenant Deputy Safety Coordinator
 - a. Two **Tenant Deputy Safety Coordinators** will be assigned on each floor, one for the East end and the other for the West end.
 - b. Deputies will be responsible for:
 - i. Assisting the **Tenant Safety Coordinators** in any or all of their assignments.
 - ii. Ensuring office spaces are promptly cleared when an order to evacuate is given.
5. Tenant Searchers
 - a. One male and one female tenant searcher will be assigned to each floor to inspect restrooms and lounge areas to ensure that personnel are informed of an emergency situation.
6. Search Teams
 - a. The number of **Search Teams** will be determined by staffing boundaries on each particular floor.
 - b. **Search Teams** will be assigned to areas that they occupy or with which they are familiar.

Evacuation Procedures

Some situations may require the evacuation of all or part of the building.

1. Depending on the circumstances, an evacuation order may be delivered through the building fire alarm system.
2. Persons may be instructed to evacuate Crescent Ridge Corporate Center I or evacuate to another floor in the building.

3. Depending on the circumstances, only fire stairways, or a combination of fire stairways, and elevators will be utilized in an evacuation. NOTE: The elevators may not be available if they have been automatically recalled due to detection of smoke.
4. Each tenant should have a prearranged assembly point away from the building where employees should gather and await further instructions.
5. Occupants will not be permitted to return to the building until it has been declared safe by the **City of Minnetonka Fire Protection District or Police Department or the Safety Directors**.
6. It must be noted that fire department personnel will be assigned to search for missing person or persons. It is critical the accounting method is accurate so the fire department personnel is not looking for someone that has exited the building but did not report to their assigned meeting area. This would pull firefighting efforts or other rescue operations to look for someone that is not in need of help.

Fire Prevention

For your protection, please help by observing the following:

- Building Management must approve all contractors working in a lessee's leased premises. Notification and a copy of a contractor's Certificate of Insurance are required prior to the commencement of work.
- Make sure all coffee makers are turned off at the end of the day.
- Do not block any stairwells with boxes, trash, etc.
- Call the Building Office if you have any concerns about the emergency systems, blocked exits, fire extinguishers, exit lights, etc.
- Space heaters are prohibited due to the strong possibility of causing fire.
- Smoking is prohibited except in the designated areas only.
- Do not store items in the electrical closets or phone rooms. This is a Building Fire Code Regulations violation. These rooms can get very hot and cause spontaneous combustion.
- The elevator lobby should be kept clear of boxes, trash, and particularly combustibles.
- Keep all items at least 18 inches from the ceiling. All storage should be maintained at least 18 inches below the ceiling. This will allow the sprinkler system to work properly.
- Extension cords are prohibited. Power strips with a 15 amp breaker or fuse must be used and should be replaced every 3 - 4 years.

Bomb Threats

Most bomb threats come to light as the result of a telephone call. In most instances, the telephone operator will be the one to receive the threat and should be prepared to get basic information and take certain steps after the call is received. (See link for "Bomb Threat Report Form").

1. If a bomb threat is received by telephone, the person receiving the call should:
 - a. Stay calm. *Do Not* upset the caller. *Do Not* hang up on the caller. The bomb threat caller is the best source of information and a calm response may result in obtaining critical information.

- b. Keep the caller on the line as long as possible.
 - i. Ask them to repeat the message.
 - ii. Record every word spoken by the person.
 - c. If the caller does not indicate the location of the bomb or the time of possible detonation, ask the caller for this information.
 - d. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
 - e. Pay particular attention to background noises such as motors running, music, or any other noise which may give a clue as to the location of the caller.
 - f. Listen closely to the voice (male, female), voice quality (calm, excited), accent, and speech (impediments).
2. After the bomb threat call is complete or if a bomb threat is received by any other means:
- a. Immediately notify the City of Minnetonka Police Department at 911 and the Building Office at +1 952-847-2400.
 - b. Remain available, as law enforcement personnel may want to interview the person receiving the call.

Bomb Threat Report Form –

Instructions: This form is to be filled out when talking to the person reporting a bomb threat. Be calm, be courteous, listen, and do not interrupt the caller. Notify your supervisor while caller is on the line.

Receiver of Call: _____ Date: _____ Exact Time of Call: _____
Length of Call: _____ Sex of Caller: _____ Race of Caller: _____
Age of Caller: _____

Exact words of caller:

Questions to ask:

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What kind of a bomb is it? _____
4. What does it look like? _____
5. Why did you place the bomb? _____
6. What would cause the bomb to explode? _____
7. Did you place the bomb? _____
8. Where are you calling from? _____
9. What is your address? _____
10. What is your name? _____

Try to determine (circle):

Voice: Loud Soft High Pitch Deep Raspy Pleasant Other

Accent: Local Not Local Foreign Region

Speech: Fast Slow Distinct Distorted Stutter Nasal Slurred Lisp

Language: Well Spoken Educated Foul Irrational Incoherent

Manner: Calm Angry Rational Irrational Deliberate Emotional Righteous
Laughing Disguised Excited

If the voice is familiar, who does it sound like? _____

Were there any background noises? _____

If so, what kind? _____

Telephone number on which call was received: _____

Weather Alerts/Tornadoes

If severe weather produces dangerous conditions, such as a tornado warning, notification will be issued to all tenants via the Public Address System. The Hennepin County Emergency Management Division activates the Public Warning Sirens under the following circumstances: 1) A Tornado Warning is issued by the National Weather Service, or 2) when a funnel cloud is sighted, or 3) when the County is under a Tornado Watch and a severe thunderstorm warning is issued by the National Weather Service, or 4) when directed to activate the sirens by the Emergency Management Division. The Public Warning Siren is to encourage people outdoors to seek indoor shelter immediately and turn on their radios and televisions for more detailed information about the tornado.

There are two types of Severe Weather Warnings:

- Tornado Watch: Conditions are favorable for a tornado. Precautionary Alert. Listen to radio or television.
- Tornado Warning: Tornado has been spotted in the area. Seek Shelter.

If a Tornado is sighted in the area and the Hennepin County Emergency Management Division activates the sirens, Building Management will direct occupants through the fire alarm system to take safety measures. Safety measures that may be considered taken in the event of a Tornado Warning are as follows:

1. Close blinds in all exterior offices.
2. Close all doors of offices that lead to the outside or have exterior windows or glass.
3. Move quickly and calmly - Do not stop to look out windows.
4. When the severe weather condition is no longer a threat, Building Management will give an "All Clear" message over the Emergency Communication System.
5. After the "All Clear" is given, inspect your office area for any damage. If no damage is found, you may return to your work area. Report any emergencies such as fires, leaks, structural damage, or safety hazards to the Building Office at +1 952-847-2400

Civil Disorder

1. During periods of civil disorder, the Building Manager or his/her designated Representative will be in charge.
2. If there is a potential for violence, the Building Manager or his/her designate shall notify the Minnetonka Police Department by dialing 911.
3. Should it become advisable to lock the tenant areas, elevators, and stairway doors, occupants will be advised by a telephone call and/or a visit from Building Management.
4. Any announcement shall be presented in a calm and professional manner to avoid panic and confusion.
5. All tenants will be asked to remain in their suites until the danger has passed.
6. The Building Manager will coordinate with the Minnetonka Police Department to determine when normal building operations may be resumed.

Hazardous Materials

1. An incident occurring INSIDE the building.

- a. Immediately notify the Building Office at +1 952-847-2400 and give the following information.
 - i. Floor and area.
 - ii. Information concerning the type of substance that has spilled or is leaking, the quantity involved, and any cautions.
 - b. The Building Manager will notify the Minnetonka Fire Department by dialing 911 and relay the information given.
 - c. If evacuation is ordered, the Building Manager or his/her designate will activate the nearest fire alarm pull station.
2. An incident occurring OUTSIDE the building.
- a. The situation will be assessed by the Fire Department to determine any danger to building occupants.
 - b. Building Management will turn off all fans bringing outside air into the building.
 - c. Various chemicals have different characteristics. The same procedure will not always be used. The Fire Department will determine the proper course of action.
 - d. If a vapor cloud is created and is heavier than air, it will be safer to stay in the building where there are no open windows and doors will be kept closed.
 - e. If the vapor cloud is lighter than air and becomes a threat to the building, instructions from the Fire Department will be forthcoming.

Elevators

Elevators are one of the safest modes of transportation that there is; however, from time to time, they will malfunction due to their sophisticated automatic controls. The following information provides some basic procedures to follow in the event of a malfunction.

- Remain Calm.
- Use the phone in the elevator car to call for help.
- Make noise if there is not a phone available.
- ***Do not*** attempt to crawl out of the elevator cab when the doors are open between floors. Remain in the cab or serious injury may result.
- ***Do not*** try to force open an elevator door.
- The elevator service provider or the Minnetonka Fire Department will secure the elevator and safely remove the trapped individual(s).

Elevator fire service emergency operation. The elevators will be recalled to the primary or secondary landing zones in the event of a fire. Do not attempt to use the elevators. They will be out of service to prevent them from being called to the fire floor. Firefighters will be able to take control of the elevators for firefighting operations.

Section 3: Moving & Remodeling Procedures

Move-In Procedures

Without preplanning and proper coordination, moving can be a hectic experience. The appointment of an in-house coordinator is a good idea. Matters requiring pre-move attention include the following:

- Arrange for telephone service. Please notify the Building Office of any planned telephone installation that requires access to switching gear located outside of your space or for above-ceiling, through-wall, or through-floor installations.
- Obtain Occupancy Permit from the City of Minnetonka and forward a copy to the Building Office.
- We do not allow a telephone company to run exposed wire around doorframes or throughout the Premises to the detriment of the appearance of your space and the Building.
- Arrange for moving company services.
- ANY DAMAGE TO THE BUILDING DURING THE MOVE WILL BE THE RESPONSIBILITY OF THE TENANT. MAKE SURE THE MOVING COMPANY YOU USE IS ADEQUATELY INSURED.
- INFORM MOVING CONTRACTOR TO CONTACT THE BUILDING OFFICE FOR SPECIFIC INSTRUCTIONS TO BE FOLLOWED DURING YOUR MOVE.
- Order stationery, business cards, etc.
- Notify the Post Office of your new address.
- Notify the Building Office of your confirmed move-in date so that use of the elevators (including protective pads) can be arranged for the move. The freight elevators are the only authorized elevators designated for all moving. All moving trucks are to use the Service Entrance located at the loading dock side of the building.
- Order directory strips and door signage from the Building Office. The cost for directory strips and door signage is the tenant's responsibility.
- Order keys from the Building Office.
- Written notification of all those receiving parking cards should be sent to the Building Office.

Tenant Move-In Checklist

- 1. Have moving company contact the Building Office about special requirements.
Phone: 952-947-2400
- 2. Schedule, with the Building Office, the use of the freight elevator.
- 3. Order door signage.
- 4. Send letter requesting names for the Building Directory.
- 5. Notify post office of change of address.
- 6. Set up rental payments in the payable schedule for payment by the first of each month.
- 7. Inform the Building Office of the contact person's name and home phone number. Also, provide the Building Office with three emergency contacts (see Page 23) should notification be required for an after-hours emergency.
- 8. Inform insurance agent of change in location and instruct the agent to send a Certificate of Insurance in accordance with your lease to the Building Office. (This must be done prior to occupancy of the Premises.)
- 9. Distribute a copy of Rules and Regulations to each employee.
- 10. Obtain occupancy permit from the City of Minnetonka and provide a copy to the Building Office.

Tenant Contact Form

For each Tenant in the building, the Building Office is requesting the names of three people for contact purposes. The first two would be the Tenant Contact and Backup Contact, who will be responsible for requesting any services available from the Building Office. The third name is that of the Principal Contact. This is usually an Officer of the Company or someone directly in charge of the office. We are also requesting cell phone numbers from these individuals in case of an after-hours emergency. These numbers will be kept confidential.

The Building Office prefers work orders or requests be submitted only from the Tenant Contact, Backup Contact, or Principal Contact.

Company Name: _____

1. Tenant Contact: _____

Title: _____

E-Mail Address: _____

Home/Cell Phone Number: _____

2. Backup Contact: _____

Title: _____

E-Mail Address: _____

Home/Cell Phone Number: _____

3. Principal Contact: _____

Title: _____

E-Mail Address: _____

Home/Cell Phone Number: _____

Keying Specifications

Tenant Company Name: _____

Suite: _____

Move-In Date: _____

Contact Name: _____

Phone: _____

(Person to contact if more information is required)

Entry Door(s)

Quantity: _____

Keys Needed: _____

Keying Instructions: _____

Interior Door(s)

Quantity: _____

Keys Needed: _____

Keying Instructions: _____

Please return this request to:

Ashley Lair
Cushman & Wakefield
11100 Wayzata Blvd.
Minnetonka, MN 55305

This information is required one week prior to move-in to avoid any delays.

Approved by: _____

Date: _____

Remodeling Requests

Remodeling requests should be directed to the Building Office.

Remodeling work includes any additions, revisions, alterations, demolitions, partition installation, and/or general improvements to your space, including painting, carpeting, shelving installation, and any changes to the air conditioning and/or electrical systems. Plans for work to be performed must be reviewed and approved by the Building Manager before construction. Please allow 7-10 working days for approval.

Only approved contractors are permitted to work in the building, and they must be supervised by an authorized representative from the Building Office.

No remodeling work of any kind is to commence without the prior knowledge and approval of Property Reserve Inc. and Cushman & Wakefield. Additionally, said contractor must provide an acceptable certificate of insurance to the Building Management Office prior to the commencement of any work.

Keys and Lockwork

You are prohibited by your lease agreement from altering any locks in your leased office space. Arrangements for combination changes, dead bolt installation, extra copies of keys, or any special locksmith work must be made through the Building Office. Any lock work that is not covered by the lease agreement will be billable to the tenant.

Card Access

The building is equipped with a card access system for after-hours access. All requests for access cards should be made in writing to the Building Office. A fee of \$10.00 (subject to adjustment) shall be charged for all lost and stolen cards.

Move-Out Procedures

At least one month prior to vacating your suite, please notify the Building Office to inform us of your exact moving date.

Typical information required for move-outs includes the following:

1. The exact date of moving.
2. Verification of parking spaces to be deleted.
3. Directory listings that are to be removed. (It is necessary to contact the Building Office whenever any person who is listed on the directory leaves your firm, so that person's name can be removed from the directory in the lobby of the building.).
4. Make arrangements to turn in all keys properly marked.
5. Forwarding address and phone number.
6. Other special information (i.e. Certificate of Insurance for the moving contractor).

Please refer to the section in this handbook on "Deliveries" for designated exits to use. Also, please note that the service elevator is not available for move-outs between 7:00 a.m. and 6:00 p.m. on weekdays. The preferred move-out time is after 6:00 p.m. on weekdays or on Saturdays, by appointment with the Building Office.

ANY DAMAGE TO THE BUILDING DURING THE MOVE-OUT WILL BE THE RESPONSIBILITY OF THE TENANT. MAKE SURE THE MOVING COMPANY YOU USE IS ADEQUATELY INSURED.

INFORM MOVING CONTRACTOR TO CONTACT THE BUILDING OFFICE FOR SPECIFIC INSTRUCTIONS TO BE FOLLOWED DURING YOUR MOVE.

The Building Manager will arrange a time to walk through the suite(s) to be vacated and will complete a Tenant Vacating Checklist.

Section 4: Building Services

Parking

All exterior parking areas are available, on a first come basis, for all building occupants and guests. All occupants of the building are asked to park away from the main entrances to provide convenient parking for building visitors. Please respect all areas reserved for visitor or handicap parking. Parking space allotments are specified in the lease agreement.

Smoking

Smoking is permitted in the designated smoking shelter only. No smoking is permitted inside the building or at any of the building entrances.

Pandemic Preparedness

As the flu season approaches each year, it is important to remember prevention tips to avoid infection and spread of an influenza virus. Human-to-human infection is often transmitted through coughing, sneezing, and coming in contact with a person or object with the virus. The Center for Disease Control (CDC) recommends for employees to help in prevention efforts by wiping down all horizontal surfaces including keyboards and phones. The following are some additional steps that employees can take to avoid catching the different strains of cold and flu viruses.

1. Wash your hands frequently, for up to 20 seconds, with soap and water and use hand sanitizer. Germs can live for 6 - 8 hours on any surface.
2. Stay home when you are sick or have flu-like symptoms to avoid infecting others in the workplace. Get plenty of rest and check with a healthcare provider as needed. The CDC states you should be fever free for 24 hours (without fever reducing medications) before returning to work or the general public.
3. Avoid close contact with people who are sick. If you are sick, keep your distance from others to protect them from getting sick too.
4. Cover your nose and mouth with tissue when you cough or sneeze.
5. Avoid touching your eyes, nose, or mouth and avoid kissing on the cheek.
6. Practice good health habits: eat a balanced diet, get plenty of sleep, and exercise regularly.
7. Keep workstations clean.

The following government web sites are updated daily and contain excellent information for all employees:

- www.pandemicflu.gov
- <http://www.cdc.gov/swineflu/>

Please notify the Building Management Office immediately if a confirmed case of H1N1, Influenza A, or other type of influenza/virus is identified within the tenant's space. Arrangements will be made with the cleaning contractor to treat the affected areas to avoid further contamination.

Crescent Ridge Corporate Center I

Crescent Ridge Corporate Center I

End of Manual