

Welcome to Crescent Ridge Corporate Center I

ELECTRONIC TENANT® HANDBOOK

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Introduction

Welcome

WELCOME TO CRESCENT RIDGE CORPORATE CENTER

Crescent Ridge Corporate Center combines classic architecture with stunning finishes amidst a peaceful natural wetlands and a park like setting with lush landscaping. Clients and employees will appreciate Crescent Ridge's excellent accessibility and close proximity to major restaurants, hotels and shopping centers. The buildings' gentle curves, combined with generous floor sizes and several corner office capabilities, make Crescent Ridge Corporate Center the ultimate environment for distinctive business of today. The building is designed of pre-cast stone with marble accents and insulated high performance reflective glass and stands eight stories high.

Opus Northwest Management, L.L.C., an affiliate of [Opus Corporation](#), is responsible for the ongoing operations and management of Crescent Ridge Corporate Center. Our purpose and intent is to provide Crescent Ridge Corporate Center tenants with the highest level of service. Should you have a specific service or maintenance request or questions, please feel free to contact the property management office at 952-847-2400. If you have an after hours maintenance request, please contact our 24-hour Service Desk at 952-656-4700 and your call will be dispatched to the on-call building engineer.

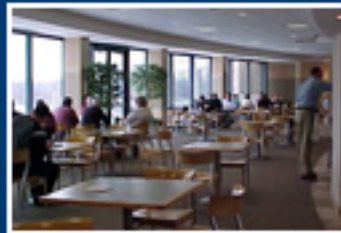
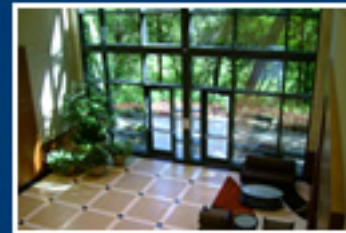
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Introduction

About Crescent Ridge Corporate Center

Crescent Ridge Corporate Center distinguishes itself as one of the most exceptional office locations in the Twin Cities. The Property is strategically located on 39 acres at the northeast corner of the Interstate 394 and County Road 73 intersection. A thoughtful blend of style, location and amenities establish integrity as well as a desirable work environment.



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Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

Special Features

This Electronic Tenant® Handbook has special features, such as a [Forms section](#) and [Search engine](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is **free** and easy to use, and can be obtained by [clicking here](#).

Updates

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information. If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the Property Management office.

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Leasing Center

Leasing Center

Crescent Ridge Corporate Center I

**For more information please call Crescent Ridge Corporate Center I at
952.847.2400.**



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Bicycle Rack: This section provides information regarding the bicycle rack located at Crescent Ridge Corporate Center I.

Bus Service: This section outlines the bus service provided to tenants.

Cafeteria: This section provides information regarding the cafeteria located at Crescent Ridge Corporate Center I.

Catering On-Site: This section provides information regarding the on-site catering.

Conference Room & Meeting Space: This section provides information regarding the conference room and meeting space available at Crescent Ridge Corporate Center I.

Courier Service: This section provides information regarding the courier services available to tenants of Crescent Ridge Corporate Center I.

Fitness Center: This section provides information regarding the fitness center at Crescent Ridge Corporate Center I.

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Local Restaurants: This section provides tenants with a list of local restaurants.

Parking: This section provides information regarding the plaza parking garage located surface lot.

Rest Rooms: This section provides information regarding the rest rooms located at Crescent Ridge Corporate Center I.

Taxi Service: This section provides information regarding the taxi service available to tenants of Crescent Ridge Corporate Center I.

Telephones: This section provides information regarding the telephone service at Crescent Ridge Corporate Center I.

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Bicycle Rack

An exterior bicycle rack is located on the lower level deck of the parking ramp on the north side of the elevator tower.

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Bus Service

The Metropolitan Transit Commission provides convenient bus service to Crescent Ridge Corporate Center from locations throughout the metropolitan area, including Express routes from several downtown locations throughout the day. For information on routes, fares and schedules, please consult the Transit Information Center at 612-373-3333 or (www.metrotransit.org).

Additional resources and commuting information may be obtained by contacting www.494corridor.org

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Cafeteria

The Dakota Thomas Café is a full service cafeteria located in the “Link” between the two Crescent Ridge buildings. Business hours are Monday through Friday, 7:30 a.m. until 3:00 p.m. Dakota Thomas offers a wide range of menu items consisting of hot breakfast sandwiches, bagels and muffins for breakfast and deli sandwiches, gourmet soups and daily-featured hot entrees for lunch. Postage stamps and greeting cards are also available for purchase. All orders can be arranged to go. Call 952-847-2333 for daily features.



Crescent Ridge Dakota Thomas Cafe

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Catering On-Site

Catering services are available through Dakota Thomas Cafe. For morning meetings, they serve muffins, pastries, bagels, coffee and juice delivered to your door. For luncheon meetings, they offer sandwich buffets, box lunches, hot lunch and pasta buffets. For any office party, Dakota Thomas can supply a wide variety of food items ranging from hot and cold appetizers to gourmet entree dishes. Call the General Manager at 952-847-2333 for all your catering needs.

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Conference Room & Meeting Space

The building conference room, located on Level 2, (Suite 202) is available to building tenants for the purpose of conducting business-related meetings. The approximate seating capacity is 20 individuals. For information and reservations, contact the Property Management office. Additional meeting space is available after 3:00 p. m., Monday through Friday, in the Dakota Thomas Cafeteria. The approximate seating capacity is 100.



Crescent Ridge Building Conference Room

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Items available for/in Conference room:

- Internet Access
- Projection screen
- Polycom conference telephone
- Whiteboard
- TV/VCR (obtained through management office)
- LCD Projector (obtained through management office)

Catering arrangements for meetings in this space can be coordinated directly with Dakota Thomas catering personnel. See the [Catering Section](#). Additional meeting rooms and catering services are available at nearby hotels.

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Courier Service

All couriers using two or four wheel carts or hand trucks will be directed to enter through the loading dock entrance located on Highway 73 and Fairfield Road. The building is accessible using the Lower Level Freight Elevator. To expedite deliveries, please supply your courier service with an on-site contact name, phone number and suite number. Drop boxes for couriers are located in the Lower Level mailroom, next to the elevators. Frequently used courier services are:

DHL Express

1-800-247-2676

Federal Express

1-800-238-5355

United Parcel Service

1-800-742-5877

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The Fitness Center at Crescent Ridge Corporate Center offers a variety of equipment to help everyone achieve a balanced, fulfilling workout. The Fitness Center and locker room is available only to the employees of the Building who have executed a Waiver of Release, Indemnification and Consent form. No persons under the age of 18 nor guests are permitted in the Fitness Center. This includes spouses, friends and family.

Please make a copy of the Rules & Regulation and Waiver form for each individual interested in using the Fitness Center. Please be sure each person reads, agrees to, and signs the Rules & Regulation and Waiver form to assure a smooth access procedure.



[Click here to download the Fitness Center Rules & Regulations and Waiver Form](#)

Return the fully signed waiver form to the Property Management office in Suite 545. Access will be given within 48 hours of receipt of Waiver. Please call with any questions or concerns at 952-847-2400.

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Hours of Operation:

- Monday through Friday: 5:30 a.m. to 9:00 p.m.
- Closed weekends and Building Holidays (No weekend access)

Exercise Equipment:

- Programmable Treadmill – 3
- Elliptical Crosstrainer – 2
- Recumbent Bike – 2
- Stair Climber - 1
- Stack Weight Machine – 1
- Stretching Mats – 3
- Dumbbells– 5 to 50 lbs weights

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Restaurant

Telephone

Bacio
1571 Plymouth Road
Minnetonka, MN

952-544-7000

The menu blends an Italian tradition with a few contemporary Asian accents

Champps Americana
1641 Plymouth Road
Minnetonka, MN

952-546-3333

Variety of All-American cuisine served in a casual environment

Chin's
11300 Wayzata Boulevard
Minnetonka, MN

952-345-5010

Meals are wok'd-to-order – fast. Offering Cantonese, Sichuan, Thai & Japanese dishes

Don Pablo's Mexican Kitchen
11544 Wayzata Boulevard
Minnetonka, MN

952-417-9375

Authentic Mexican cuisine served in a comfortable and casual atmosphere

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Restaurant

Telephone

Romano's Macaroni Grill
11390 Wayzata Boulevard
Minnetonka, MN

952-417-9880

Featuring a variety of traditional Italian dishes served in a casual environment

Famous Dave's
Hwy 55
Plymouth, MN

763-525-0500

Legendary Pit Barbeque

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Crescent Ridge Corporate Center provides a surface lot and parking ramp, which are open to tenants at all times. The parking ramp is open 24-hours-a-day, 7-days-a-week. Any extended parking needs to be approved by the Property Management office.

Visitor and 15 minute parking stalls are available for the convenience of your daily guests and visitors. Please park appropriately so this amenity is available for your customers.

Contract parkers have access to the underground garage (a 55-stall executive parking garage that enters and exits off the Highway 73 side of the building) 7-days-a-week, 365 days a year by using their garage access cards. If after-hours assistance is required, an intercom to the security desk is mounted on the exterior of the entrance doors and also near the parking gates as you exit. Maximum vehicle height clearance is 8 feet.

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Safety and security are prime concerns in our parking facilities. The garage is equipped with surveillance equipment, an alarm and assistance station intercoms. In addition, security staff patrols the garage regularly. A security escort to your car is available upon request by calling the security desk at 952-847-2410.

Since the parking ramp and garage facilities are one-way trafficked, we ask that you always proceed with caution and travel at minimal speed.

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Rest Rooms

Public restrooms are located on Level-1 of the building behind the southeast bank of elevators. Restrooms for tenants are located on each floor of the building.

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Taxi Service

Airport Taxi	952-928-0000
Executive Taxi Inc.	952-820-8294
Suburban Taxi	612-222-2222

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There is a public telephone located on Level 1 directly behind the southeast bank of elevators. The telephone is equipped with variable volume control to assist the hearing impaired. Please reference the Telephone Service Section for ordering tenant telephone service.

Crescent Ridge Corporate Center Telecommunication Rules

RULES FOR INSTALLATION

1. Any installation of, or changes to, wire and/or cabling which are located in or otherwise affect the Base Building's equipment closet, inter-floor risers or any other common areas must be submitted to Landlord in blueprint form for approval prior to installation or change.
2. Plenum-rated wire or conduit must be used in all areas of the Project.
3. Any wire or conduit placed above the ceiling must not rest on the ceiling or ceiling grid system. It must be tied in bundles or be enclosed in a conduit, and then be suspended from beams and not from the ceiling supports, existing conduit, sprinkler system or sheet metal work.

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4. All wiring or cabling must be a minimum of 5 inches from any mechanical, HVAC or electrical equipment placed in ceiling air plenum.
5. Tenant must provide a space for telephone or data equipment (wall or floor space) within its leased space. No tenant equipment may be located in the building's riser closet.
6. Tenant's vendor must provide any cable(s) necessary from the tenant's space to the assigned cross-connection panel. The riser shaft is a vertical riser, which has one riser closet per floor. Access from floor to floor is via an "egg crate" type opening containing several "cells" depending on the specific floor.
 - Tenant's vendor must provide cable to run from the telephone or data equipment using 66M1-50 terminating blocks in the riser closet
 - Any vertical cable distribution through the riser closet" will require removal or penetration of a fire-stopped access space. It is the vendor's responsibility to restore, at its own cost, any firestop removed or displaced during cable installation and to get approval from Landlord for the "cell" being utilized.
7. The vendor may access the riser closet by obtaining access from the Security Guard on Level -1.

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8. The vendor may use the riser closet only while work is being completed and may not allow access by any other person, unless such person is the vendor's direct subcontractor. Doors must be locked when not in direct use.
9. The vendor must coordinate with Landlord for installation of any blocks in the riser closet.
10. All debris from installation must be removed from the plenum and riser closet when work is complete. The vendor must keep the work area neat and clean while performing work.
11. Installation of wire or cabling may be performed only by providers and/or vendors approved by Landlord, which approval shall not be unreasonably withheld after receipt of acceptable installation blueprints and a completed Phone Service Riser Access Request. Landlord must receive the attached request form at least seven working days in advance of any required cross-connections.

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PHONE SERVICE RISER ACCESS REQUEST

(Available Telephone or Data Line Service)

Explanation of the Process: Crescent Ridge Corporate Center provides a Landlord-controlled phone cable that runs throughout the building. Landlord provides the cross-connection of tenant's telephone or data line service to the riser as part of the overall phone service installation. In this way, Crescent Ridge Corporate Center can better manage and maintain the cabling necessary for phone installation in the building.

There are three steps in this process:

1. The tenant's phone service provider (e.g. ETI; U S WEST, AT&T, etc.) brings service into the building via the main phone room located in the Lower Level.
2. The tenant's phone equipment is ordered through a traditional phone vendor (e.g. U S WEST, Cypress Communications, etc.). The tenant's provider and vendor may or may not be the same. This vendor provides the cabling and phone installation in the tenant space. The vendor runs cable horizontally from tenant's phone equipment to the assigned cross-connection point within the riser closets located on each floor.

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3. Upon receipt of the attached order form, either from the tenant's vendor or provider, the Landlord's contractor makes the necessary cross-connection of the building riser cable to the tenant's phone service.

Once these three steps have been completed, the phone line circuit will be complete and phone service will begin for the tenant.

CHARGE FOR CROSS-CONNECT

A complete cross-connect for a typical phone line currently costs \$60 for the initial phone line and \$10 for each additional line ordered at the same time. The Landlord will invoice the tenant for these charges directly.

[Click here to download a phone service rise access request form](#)

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Building Management: This section provides contact information for building operations personnel.

Holidays: This section provides a list of holidays observed at Crescent Ridge Corporate Center I.

Hours of Operation: This section outlines the building's hours of operation.

Important Numbers: This section provides tenants with a list of important emergency contacts.

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Accounting

Rent payments are due on the first of the month without notice. Tenants will also receive invoices for miscellaneous charges such as repair service, overtime air conditioning, etc. Monthly statements are mailed as a courtesy to each tenant. Payments should be remitted to:

Property Reserve, Inc. – Crescent Ridge
NW7721
P.O. Box 1450
Minneapolis, MN 55485-7721

To ensure proper handling, please include remittance copies of the invoices you are paying. If you have any questions regarding rent statements/payments, please call the Property Management office at 952-847-2400.

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PROPERTY MANAGEMENT OFFICE

The Crescent Ridge Corporate Center Property Management office is located in the 11100 Building on Level 5, Suite 545. The telephone number is 952-847-2400. Please feel free to call with any building inquiries or service requests. The Property Management office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. We are here to serve your needs!

CRESCENT RIDGE CORPORATE CENTER MAILING ADDRESSES:

Management office:

Opus Northwest Management, LLC
11100 Wayzata Blvd., Suite 545
Minnetonka, MN 55305

General Building Address:

Crescent Ridge Corporate Center - I
11100 Wayzata Blvd.
Minnetonka, MN 55305

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The following personnel are available to address your needs:

Title	Name	Phone Number	E-Mail
Senior Property Manager	Camilla Gunderson	952-847-2401	camilla.gunderson@opusnw.com
Property Administrator	Valentina J. Meidinger	952-847-2400	valentina.meidinger@opusnw.com
Building Engineer	Jim Beumer	952-847-2400	

ENERGY MANAGEMENT SYSTEM (EMS)

The Energy Management System (EMS) monitors the Fire Life Safety System, Heating, Air-conditioning and Security Systems 24-hours-a-day, 7-days-a-week. The EMS features computer-based monitoring of all building systems and provides our operations staff with an up-to-date view of all pertinent data.

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Building Operations

Holidays

The Building Holidays observed each year are listed below in order to aid your planning operations during the year.

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Certain services are not provided on weekends and the holidays listed above.
A Building Security Officer will be on duty 24 hours a day and may be contacted at (952) 847-2410.

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Building Operations

Hours of Operation

Crescent Ridge Corporate Center is open to the public Monday through Friday, 7:00 a.m. to 6:00 p.m., excluding holidays. Entering the building during non-business hours will require a Crescent Ridge security fob (access key device).

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Building Operations

Important Numbers

Life Threatening Emergency	911
Police / Fire Department - Non-emergency	952-939-8500
Poison Control	800-222-1222
Building Emergency	952-847-2400
After-hours Emergency	952-656-4700
Property Management office	952-847-2400
24-Hour Security Desk	952-847-2410

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After Hours Access: This section provides information regarding after hours access to Crescent Ridge Corporate Center I.

Building Access:

Deliveries: This section provides policies and procedures for deliveries to and from Crescent Ridge Corporate Center I.

General Office Security: This section provides important security tips.

Keys/Locks: This section provides information regarding the key and lock policy at Crescent Ridge Corporate Center I.

Loading Dock: This section provides information regarding the loading dock at Crescent Ridge Corporate Center I.

Lost and Found: This section provides information regarding the lost and found policy of the building.

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Solicitation: This section outlines the building's policy on solicitation.

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Building Security

After Hours Access

On Saturdays, Sundays and holidays, and on other days between the hours of 6:00 p.m. and 7:00 a.m., the access to the Building will be by security access fob only. For everyone's safety, Security will refuse access to anyone without a security access fob and proper identification. Security may require any person leaving the Building with any package or other object to exhibit a pass from the tenant from whose premises the package or object is being removed.

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ACCESS FOBS

All after-hours access is available through the main entrance or the 2nd level skyway entrance. For your convenience and safety, each entrance has a closed-circuit TV camera, an intercom that connects you to the main security desk and an access fob reader. Tenants wishing to access Crescent Ridge Corporate Center after hours are required to "sign in" at the security desk located at the main entrance. **Access to the building will be denied if you do not have your security fob with you.** In the interest of security, employees without access fobs must contact someone from their firm for access. Please call the Property Management office to order replacement access fobs if lost. For each fob lost, there is a \$10.00 non-refundable replacement fee charge.

HANDICAPPED ACCESS

The Wayzata Boulevard entrance (front of the building) is the designated handicapped entrance. Automatic door openers are provided at this entrance and the elevators are accessible.

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SKYWAY

Skyway access to the building is open to the public from 7:00 a.m. – 6:00 p.m. A security fob is required to access the building via the skyway Monday through Friday, 6:00 p.m. to 7:00 a.m. and on weekends.

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Building Security

Deliveries

Each Tenant is responsible to have a person present at the loading dock to receive all deliveries. Tenants should advise outside vendors that the loading dock is to be utilized for all pick ups and deliveries. Parking is limited to thirty minutes maximum. All deliveries should be made through the loading dock and not through the main lobby. Tenant employees, contractors or visitors may not use two-wheeled carts or vehicles (other than a wheelchair for an individual) in passenger elevators.

Please take care to not damage the building or corridors during deliveries. Any damage from deliveries or moves is the responsibility of the moving company and/or the tenant.

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Building Security

General Office Security

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To report a police emergency:

1. Call 911 and give this information:
 - o Give your building name: Crescent Ridge Corporate Center
 - o Street Address: 11100 Wayzata Boulevard, Minnetonka, MN 55305
 - o Floor and Suite number
 - o Type of emergency issue
2. Call the Property Management office at 952-847-2400 and state the above information and that 911 have been notified.

Non-Emergency procedure:

To report or discuss a security matter, call our on-site Security Guard Post at (952) 847-2410.

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Building Security

General Office Security

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Office Security

To reduce the possibility of office theft, we recommend the following:

1. Do not leave purses or wallets unattended (especially purses under desks and wallets in suit coats).
2. Question all strangers in the office and ensure that they are escorted to and from their destinations.
3. Ensure that a receptionist is always at the office entrance while the office is open.
4. Be aware of times when the office may be particularly vulnerable (early morning, noon hour and rush hour).
5. Lock all office doors after business hours and report all suspicious activity to Opus Northwest Management.
6. If a tenant's employee is locked out of their office at any times, they must contact their supervisor or designate a tenant contact to unlock the door. It is the building policy not to unlock tenant doors.

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Building Security

Keys/Locks

If you require additional keys, need a lock changed or are experiencing keying problems, please call the Property Management office. Additional keys and service work are available at a charge to the tenant.

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Building Security

Loading Dock

The loading dock facility is open 7:00 a.m. to 5:00 p.m. for small package deliveries. Deliveries of furniture or heavy equipment must be scheduled after-hours or on the weekend. Weekend and after-hours deliveries need to be scheduled with the Property Management office. A Tenant employee must be on-site to accept deliveries after-hours and on weekends. The loading dock entrance is on Highway 73 and Fairfield Road.

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Building Security

Lost and Found

Please contact the Property Management office at 952-847-2400 to claim items that have been lost or found in the building.

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Building Security

Solicitation

Solicitation is not permitted. If someone is soliciting in your suite, please notify the Property Management office at 952-847-2400 and we will send appropriate personnel to have them escorted off the premises.

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Emergency Procedures

Chapter Overview

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Overview: This section provides general instructions on what to do should there be an emergency situation at Crescent Ridge Corporate Center I.

Bomb Threat: This section provides tenants with procedures for handling a bomb threat.

Civil Disturbance: This section provides instructions on what to do should a riot occur.

Elevator Malfunction: This section provides instructions on what to do should an elevator malfunction.

Emergency Contacts: This section provides information on who to call in case of an emergency at Crescent Ridge Corporate Center I.

Evacuation Procedure: This section outlines the evacuation procedure at Crescent Ridge Corporate Center I.

Fire and Life Safety: This section outlines emergency fire procedures and provides an overview of the life safety systems in place at Crescent Ridge Corporate Center I.

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Flooding: This section provides important instruction on how to handle flooding at Crescent Ridge Corporate Center I.

Tenant Floor Warden Responsibilities and Duties: This section outlines floor leader responsibilities.

Homeland Security: This section provides links to helpful information regarding homeland security preparedness.

Medical Emergency: This section provides instructions on what actions to take if there is a medical emergency.

Power Failure: This section provides information on what will happen should a power failure occur at Crescent Ridge Corporate Center I.

Severe Weather: This section provides information on what to do in a number of severe weather scenarios.

Suspicious Mail Or Substance: This section provides important safety information regarding suspicious mail or substances.

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Emergency Procedures

Overview

The landlord-tenant relationship is one of mutual responsibility. This relationship is most important when discussing fire and life-safety issues. You depend on the management team to provide you with information and instructions on how to respond during an emergency situation. Similarly, we depend on you and the tenants – to become familiar with that information, and to participate in evacuation drills and training sessions.

All members of your staff must be familiar with these procedures. It is recommended that this information be distributed to all employees and be posted in a lunchroom or other public areas within your suite.

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Emergency Procedures

Bomb Threat

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If you receive a bomb threat:

1. Listen. Try to obtain as much information as possible from the caller such as:
 - Voice patterns
 - Background noises
 - Exact words used
 - Exact time period for the threat
2. Fill out the attached bomb threat information sheet and have available for the authorities. We recommend each employee have a copy in a convenient location. [Click here to download a bomb threats by telephone checklist.](#)
3. Call 911 and give this information:
 - State: "I have received a bomb threat."
 - Give your name, firm name, and telephone number.
 - Give your building name: Crescent Ridge Corporate Center
 - Give building address: 11100 Wayzata Boulevard, Minnetonka, MN 55305
 - Call Property Management office at 952-847-2400 and state the above information and that 911 has been notified.
4. REPORT BUT DO NOT TOUCH ANY SUSPICIOUS OBJECTS.
5. Remember: All bomb threats should be considered real until proven otherwise.

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Emergency Procedures

Bomb Threat

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EMERGENCY RESPONSE:

1. Police will be dispatched by your call to 911.
2. Property Management staff, along with the proper authorities, will search the building.
3. The police will question the person who took the call and an evacuation may take place.
4. In conjunction with the appropriate authorities, an "All Clear" message will be issued by Property Management staff.

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Emergency Procedures

Civil Disturbance

Should a riot or civil disturbance start outside the Building, the security staff will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

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Emergency Procedures

Elevator Malfunction

Should the elevator malfunction:

1. Open the telephone panel and push the dial button.
2. Wait approximately 30 seconds for the auto dialer to engage which will then automatically call the elevator company's service dispatcher.
3. State the floor level, if known. The elevator cab number will automatically register on the dispatcher's screen, which will identify the location of the building and the elevator.
4. Remain calm, help is on the way.
5. Do not attempt to force open the elevator doors.

If you are aware of a malfunctioning elevator, please call the Property Management office at 952-847-2400 immediately.

EMERGENCY RESPONSE:

The Service Dispatcher will send the necessary repair personnel.

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Important notes

If you call 9-1-1 as a result of a medical emergency, please be sure also to notify the Property Management office with your name, callback number, and location so that security may swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please do not call the Property Management office, unless you have something specific to report. Property Management is aware of the noise, as well as the source of the alarm, whether it's a false or a legitimate emergency. Please keep the telephone lines clear so that Management may attend to the situation as quickly and efficiently as possible.

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Emergency Procedures

Emergency Contacts

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It is the responsibility of each tenant and employees to be familiar with procedures for building evacuations. Each tenant must assign an appropriate number of floor wardens to insure all employees have guidance in the event of an emergency or building evacuation. This includes necessary assistance for any mobility impaired employees within each suite. Any status changes should be reported to the Property Management office.

Click the links below to download the following

[Floor Warden – Duties and Responsibilities](#)

[Evacuation Map](#)

[Evacuation Responsibilities Reference Chart \(Tenant\)](#)

[Mobility Impaired List](#)

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Evacuation Procedure

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It is the responsibility of each tenant/floor warden/employee to become familiar with evacuation routes from their individual workstations and with the locations of emergency exits and stairwells.

[Click here to download primary and secondary exits \(Evacuation Map\)](#)

USE STAIRWELLS ONLY – DO NOT USE ELEVATORS.

1. Calmly secure your workstation and follow the evacuation route to an emergency exit. Follow the instructions of any floor warden or police/fire or other official who may be on the scene to take charge.
2. Close office doors as you leave.
3. Form a single file evacuation line.
4. Use enclosed stairwells. Grip handrails when descending stairs.
5. There should be minimum talking to facilitate a calm egress.
6. Listen for possible voice communication instructions.
7. Individual company supervisory personnel have the responsibility to assist any persons employed by them who have disabilities.
8. In stairwells, please bear to the right.
9. In the event of a total building evacuation, go one block away from the building to your company's designated gathering area to ensure all your employees have evacuated.

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Evacuation Procedure

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EMERGENCY RESPONSE:

In conjunction with the appropriate emergency authority, Property Management staff will issue an “All Clear” message when it is safe to return to the building.

Click the links below to download the following

[Floor Warden – Duties and Responsibilities](#)

[Evacuation Responsibilities Reference Chart \(Tenant\)](#)

[Mobility Impaired List](#)

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Emergency Procedures

Fire and Life Safety

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If you discover a fire or heavy smoke within the building:

1. Call Fire Department by dialing 911.
 - o Give your building name: Crescent Ridge Corporate Center
 - o Street Address: 11100 Wayzata Boulevard, Minnetonka, MN 55305
 - o Floor of emergency
 - o Details of fire emergency
 - o Your name and telephone number
2. Call Property Management office at 952-847-2400 and state the above information and that 911 has been notified.
3. If evacuation is necessary (See Evacuation Procedure), USE STAIRWELLS ONLY – DO NOT USE ELEVATORS. During a fire, elevators automatically deactivated.
4. If you are caught in heavy smoke, take short breaths through a piece of clothing held over your mouth and nose, and crouch low to the floor where the air is purest.

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Emergency Procedures

Fire and Life Safety

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EMERGENCY RESPONSE:

1. The Fire Department will respond.
2. Property Management staff will assist the Fire Department.
3. An "All Clear" message will be issued when the fire is totally under control.

FIRE DRILLS

The Minnetonka Fire Code mandates that high-rise building owners conduct fire drills at least once a year. To ensure the safety of all occupants, Property Management will coordinate fire drills with your assigned Tenant Floor Captains (see Emergency Procedures section). We encourage you to participate in building fire drills so that all occupants get familiar with building safety procedures.

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Emergency Procedures

Fire and Life Safety

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FIRE LIFE SAFETY SYSTEM

The facility utilizes a highly sophisticated Fire Life Safety System. In the event that a fire should occur, the building is fully sprinklered and fire extinguishers are located on each floor near the stairwells. All fire doors in the building, including the stairwell doors, have automatic door closers. All stairwells on each level have a standpipe connected to the city water supply for Fire Department use. An emergency power generator provides standby power for exit lighting, elevators for Fire Department use and the Fire Management System. Smoke detectors are located on all floors and will activate alarms. Also, if there is a water flow condition, a sprinkler flow switch in the stairwell will activate the alarms.

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Emergency Procedures

Flooding

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Property Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

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A Tenant Floor Warden should be someone who is reliable, respected by the other employees within your firm and capable of providing guidance in the event of a fire or other emergency. This individual should rarely travel and be familiar with the names and faces of all employees in your office. An Office Manager or Personnel Manager or both, depending on the size of your firm, would probably be good candidates for Floor Warden.

The Floor Wardens responsibilities are vital to their fellow employees in the event of fire and/or evacuation. The Floor Warden should be most knowledgeable of fire and evacuation procedures as all employees under their charge will be looking to them for guidance. [Click here to download a copy of the the Floor Warden responsibilities.](#)

1. In the event of an evacuation, Floor Wardens will direct, enforce rules, and assume complete charge of all personnel on their floors including visitors and clients.
2. When an alarm sounds, the Floor Warden will immediately direct all persons under their charge to disperse to the stairwell entrance and await further instructions.

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3. Should a fire situation exist on any floor, the Floor Warden will have authority to order an immediate evacuation. All evacuations will be by stairwells to a safe floor or to the ground level, then out of the building to your companies' pre-designated meeting area. Follow exit signs and please - **DO NOT USE ELEVATORS.**
4. Orders to evacuate the building will generally be via public address system or in person by Floor Warden. Building personnel or Fire Department personnel may also contact each Tenant or Floor Warden to order evacuation.
5. During an evacuation: Should conditions dictate, (i.e.) smoke or fire in the stairwell, the Floor Warden will direct persons under their charge to the nearest "SAFE FLOOR" (free of smoke or fire) and direct persons to the opposing stairwell to continue the evacuation process. And, if possible, notify the Property Management office via telephone, 952-847-2400, or by messenger of their present location and situation.
6. The last person leaving any enclosed office area should close the office door, **without locking it.** This will help to confine any fire until the arrival of the Fire Department.

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7. Evacuations can become confusing if everyone is not prepared; therefore, to minimize the risk of any confusion, please keep in mind the following points when evacuating a floor:
 - No one should open any door without first checking to see if it is hot. If the door is hot, there is undoubtedly a fire on the other side. Proceed to another exit and evacuate the floor using the stairs.
 - Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by Fire Department officials or Property Management.
 - Conversation should be kept to a minimum. **EVERYONE SHOULD REMAIN IN A SINGLE-FILE LINE ON THE RIGHT SIDE OF THE STAIRWELL AT ALL TIMES** during the evacuation.
8. **MOBILITY IMPAIRED RESPONSIBILITY** - It will be the responsibility of the Tenant and Floor Wardens to keep accurate records of any mobility impaired employees or visitors and assist them in any emergency or evacuation.
9. If, during an evacuation, a person becomes injured or disabled, and cannot be moved safely, the Floor Warden will assign a "buddy" to that person. Once the floor is evacuated, the mobility-impaired individual, accompanied by their "buddy" will enter the stairway and remain within the stairway on the landing awaiting assistance from Building or Fire Department personnel. NEVER attempt to assist mobility impaired individual down the stairs.

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10. Upon exiting the building, inform the Fire Safety Director that your floor is all clear and advise the Fire Safety Director of any physically impaired persons who are staged within the stairway on your floor.
NOTE: The Fire Safety Director (Property Management representative) will be stationed on, or near the southwest walkway of the property.
11. Alternate Floor Wardens should be selected and should be familiar with the duties of the Floor Warden and render assistance when necessary.
12. Floor Wardens and alternates should be prepared for all emergencies by:
 - o Knowing your floor area
 - o Knowing location of fire extinguishers
 - o Knowing all authorized persons on the floor and locations of Handicapped or mobility impaired employees.
 - o Action to take in the event of a Bomb Threat or similar emergency
 - o Assign assistants and searchers
 - o Be totally familiar with emergency action necessary on your floor
 - o Know or be aware of personnel with First Aid capabilities

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12. (continued)

- We recommend having available at all times the following:
 1. Planned routing in event of evacuation
 2. Plan for the safe effective staging of handicapped persons
 3. Operable flashlights
 4. First aid kit

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Emergency Procedures

Homeland Security

Crescent Ridge Corporate Center recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

Department of Homeland Security

<http://www.dhs.gov/dhspublic>

Federal Emergency Management Association

<http://fema.gov/>

American Red Cross

<http://www.redcross.org/>

Center for Diseases Control and Prevention Emergency Preparedness and Response

<http://www.bt.cdc.gov/>

Local media outlets will provide important information during an emergency situation.

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Emergency Procedures

Medical Emergency

If an accident or illness occurs in your office area:

1. Call 911 and give your building information:
 - o Building name: Crescent Ridge Corporate Center
 - o Street Address: 11100 Wayzata Boulevard, Minnetonka, MN 55305
 - o Floor & Suite Number
 - o Nature of Health Problem
2. Call Property Management office at 952-847-2400 and state the above information and that 911 has been notified.
3. Do not move the injured/ill person, but try to make them comfortable.
4. If possible, have someone meet the emergency unit on the first floor at the main entrance.

EMERGENCY RESPONSE:

Rescue Squad/and or ambulance will arrive to administer medical assistance and if necessary, will take the injured/ill person to the hospital.

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Emergency Procedures

Power Failure

All Crescent Ridge Corporate Center Office Buildings and Common areas are served by emergency generators. In the event of power failure, these generators will provide emergency power for certain basic building functions. Those functions include:

1. Activating emergency lights on each floor throughout the building, including all Exit signs.
2. Activating all stairwell lighting.
3. Activating the building's emergency Fire, Life and Safety Systems as well as the building's communication systems.
4. Recalling all elevators to the ground floor lobby. (One elevator will remain operative for use by security to assist handicapped persons or to take service crews and equipment into the building, as needed.)

It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices.

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Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken to enhance safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should be adhered to:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.

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Emergency Procedures

Suspicious Mail Or Substance

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Suspicious Mail or Substance

In the event a suspicious substance is discovered:

DO NOT TOUCH ANY SUSPICIOUS OBJECTS NOR OPEN ANY SUSPICIOUS OBJECTS

1. Call 911 and give this information:
 - o State: "I have discovered a suspicious substance"
 - o Your name, company name and telephone number
 - o Give building names: Crescent Ridge Corporate Center
 - o Street address: 11100 Wayzata Boulevard, Minnetonka, MN 55305
 - o Suite and Floor number
2. Call the Property Management office at (952) 847-2400 and state the above information, and that the Emergency Squad (911) has been notified.
3. Notify the proper authorities within your organization.
4. Keep all non-government/unauthorized personnel out of the area.

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EMERGENCY RESPONSE

1. Police will be dispatched by your call to 911.
2. Opus Property Management staff will respond as directed by officials.

[Click here to download information on what to do should you receive a suspicious letter or package](#)

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Emergency Procedures

Tornado Procedure

Also see Severe Weather Procedures

Except in very rare circumstances, the decision to announce severe weather or to evacuate the building based on weather reports will not be made by Building Management, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should adhere to:

Upon confirmation of a tornado sighting and location, the National Weather Service will announce a warning over the radio and television.

1. You will hear five (5) minute steady blasts of the Hennepin County Civil Defense Warning System sirens.
2. Take shelter away from the perimeter of the building and exterior glass.
3. Go to the center public corridors or stairwells of the building closing office doors behind you.
4. Do not go to first floor lobby or outside the building.
5. Assign a person to bring a radio along to listen to weather updates.

EMERGENCY RESPONSE:

If your area sustains damage, building and medical assistance will arrive to assist you as soon as possible.

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Toxic Hazards

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. Call 9-1-1. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Call the Property Management office at 952-847-2400 and report the incident and that 911 has been notified. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

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Building Signage and Directory: This section provides information regarding building signage and directory strips.

Cleaning: This section provides information on the janitorial services provided by Crescent Ridge Corporate Center I.

Elevators: This section provides information regarding the elevators located at Crescent Ridge Corporate Center I.

Forms: This section provides tenants with downloadable and printable administrative forms.

HVAC: This section provides information about the HVAC systems in Crescent Ridge Corporate Center I.

Lighting: This section provides information regarding the lighting services at Crescent Ridge Corporate Center I.

Mail Service: This section provides information regarding mail service at Crescent Ridge Corporate Center I.

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Maintenance Requests: This section provides information on requesting services at Crescent Ridge Corporate Center I.

Recycling and Trash Removal: This section outlines the recycling and trash removal program in place at Crescent Ridge Corporate Center I.

Stairwells: This section provides information regarding stairwell policies and procedures.

Storage: This section provides information regarding storage availability.

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Building Services

Building Signage and Directory

Building directories are located on Level 1 and on Level 2. Changes or additions to the building directories can be requested through the Property Management office. There is a fee for listings and changes.

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Building Services

Cleaning

Tenant areas are provided with building standard janitorial services five days a week, excluding holidays. Special cleaning services, such as furniture or carpet cleaning can be arranged by calling the Property Management office. Any special cleaning services are chargeable to the tenant and will be billed on a monthly basis. If you have any comments or questions regarding cleaning, please contact the Property Management office.

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Building Services

Elevators

Crescent Ridge Corporate Center is served by a state-of-the-art system that includes five elevators. Elevators are accessible from Monday through Friday, 7:00 a.m. to 6:00 p.m. Passenger Car # 1 is a freight elevator. To schedule use of the freight elevator, call the Property Management office. The freight elevator is 67" wide by 8.75' deep. The door width is 47.5" and the ceiling height is 9'. All deliveries of furniture, bulky packages, supplies, bulk foods, merchandise; freight and equipment must be made via the freight elevator. Moves and the receiving of large quantity shipments must be coordinated through the Property Management office. To make arrangements for deliveries arriving before 7:00 a.m. or after 6:00 p.m., please contact the Property Management office one day in advance.

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Building Services

Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the Property Management office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at www.adobe.com.

[Security FOB and key request Form](#)

[Fitness Release and Consent Form](#)

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Building Services

HVAC

HVAC run times: 7:00 a.m. to 6:00 p.m. – Monday through Friday. To have HVAC running during times not listed above contact the Property Management office at 952-847-2400. There will not be a charge for HVAC requests between 8:00 a.m. and 1:00 p.m. on Saturdays.

To have the temperature adjusted in your office, please call the Property Management office and a building engineer will be dispatched.

Heating or cooling during times other than normal business hours will be provided at the rate of **\$32.50** per hour, per half floor. This charge represents our current estimated average costs inclusive of energy and engineering labor. These charges are reviewed annually and are subject to change. We ask that all requests for overtime HVAC be made through the Property Management office before 12:00 p.m. on the business day prior to the day the service is needed.

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Lighting

Building standard light bulbs, i.e., base-building fluorescent tubes will be replaced by the building engineer at the request of the tenant. Tenants requesting replacement of any special (non-standard) lights in tenant areas will be charged accordingly.

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Building Services

Mail Service

Crescent Ridge Corporate Center tenants are offered door-to-door mail delivery service. For outgoing mail pick up there is a collection box located on Level 1 in the room directly adjacent to the elevators. This box is for singular, unbundled outgoing mail; Pick-up time for this box is Monday through Friday, at 11:00 a.m.

There is also a U.S. Mail drop box located in the Lower Level of the building designated for outgoing bundled local, metered, out-of-town mail and small and larger packages. Outgoing mail is picked up from this box at 4:30 p.m. each weekday.

The nearest post office locations are:

Hopkins Branch	910 1st Street	1-800-275-8777
Minnetonka Branch	14702 - Excelsior Blvd	1-800-275-8777

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Building Services

Maintenance Requests

Our Operations Staff is trained and equipped to handle a wide variety of service issues. If you require assistance, please click here to submit your request electronically through Opus ServiceNet - <http://opus servicenet.opuscorp.com>. If you have questions regarding Opus ServiceNet or would prefer phoning in your service request please contact the Property Management office. If there is an emergency situation outside of normal business hours, please contact the Security Desk and the Security Officer on duty will dispatch the appropriate personnel.

Any additional services requested by Tenant should be requested through the Property Management office. Additional charges will be billed accordingly.

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Building Services

Recycling and Trash Removal

Because Opus Northwest Management is concerned about protecting our natural resources, Crescent Ridge in conjunction with Allied Waste Services has implemented a waste-recycling program which is periodically reviewed. We strive to consistently increase the amount of waste that is recycled. We currently offer paper/cardboard, aluminum and plastic recycling and we continue to look for new recycling opportunities. Additionally, we have contact information and resources for recycling services should you need recycling service that is not offered on a regular basis (appliances, computers, etc.). Please contact the management office for more information.

Trash will be removed from all suites on a daily basis by janitorial staff. Boxes and large containers should be flattened for ease of disposal. Please do not place boxes or other debris in corridors or stairwells at any time. The janitorial staff will not dispose of anything outside your trash containers unless it is clearly marked with a trash sticker. Please contact the management office if you need additional supplies.

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Building Services

Stairwells

As a security measure, stairwell doors are locked at all times. They are designed to be utilized only in the event of an emergency. Stairwell doors at the street level are open at all times for exiting, per Minnetonka Fire Code.

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Policies & Procedures

Chapter Overview

[General Rules and Regulations:](#) This section details the general rules and regulations of Crescent Ridge Corporate Center I.

[Insurance Protection:](#) This section provides information regarding insurance requirements at Crescent Ridge Corporate Center I.

[Moving Policy:](#) This section provides information regarding moving policies and procedures.

[Smoking:](#) This section outlines the smoking policy at Crescent Ridge Corporate Center I.

[Tenant Alterations:](#) This section outlines the rules and regulations regarding tenant alterations.

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Policies & Procedures

General Rules and Regulations

RULES AND REGULATIONS

The Rules and Regulations for Crescent Ridge Corporate Center have been established to provide a safe and well-maintained workplace for the occupants of the building. These rules may change periodically.

[Click here to download the most recent Building Rules and Regulations.](#)

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Insurance Protection

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A current Certificate of Insurance must be kept on file with the Property Management office. Please consult your Lease for specific requirements.

TENANT REQUIREMENTS:

The certificate holder should be listed as:

Property Reserve, Inc.
c/o Opus Northwest Management, LLC
11100 Wayzata Blvd, Suite 545
Minnetonka, MN 55305

The following must be listed as additional insureds accompanied by an endorsement Form CG2011 Form B:

Property Reserve Inc.
Opus Northwest Management, LLC and its affiliates

[Click here to download an example of the additional insured endorsement.](#)

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Insurance Protection

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CONTRACTOR / VENDOR REQUIREMENTS:

The certificate holder should be listed as:

Property Reserve, Inc.
c/o Opus Northwest Management, LLC
11100 Wayzata Blvd, Suite 545
Minnetonka, MN 55305

The following must be listed as additional insureds accompanied by an endorsement Form CG2011 Form B:

Property Reserve Inc.
Opus Northwest Management, LLC and its affiliates

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Moving Policy

Tenants should call the Property Management office at least two weeks prior to a move to reserve the freight elevator. Tenants should indicate the name of the moving company, a contact name and telephone number, and the time of the move. All major moves must take place after 5:00 p.m. weekdays or on weekends. A Certificate of Insurance will be required from each moving company, to be kept on file in the Property Management office.

[Click here to download a copy of the Move In/Move Out Procedures](#)

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Policies & Procedures

Smoking

Crescent Ridge Corporate Center maintains a no smoking policy throughout the building including all common areas, lobby, rest rooms, and elevators. Smoking is **not permitted** within twenty-five feet of the building entrances and exits.

To accommodate smokers, there is a smoking lounge located on the Lower Level of the Parking Ramp in the Phase I building. This is the only designated smoking area for the building. Smoking is not permitted at or near any entrances to the building. We request your cooperation, and encourage those who wish to smoke to utilize the facilities provided.

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Policies & Procedures

Tenant Alterations

Prior to planning any remodeling, tenants should contact the Property Manager who will review specific building policies and procedures. Prior to the start of actual construction, tenants are required to provide remodeling plans, a list of contractors, contractors' insurance information and other items as requested by the property management office depending upon the scope and type of remodeling.

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