



TENANT MANUAL

2024

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WELCOME

On behalf of ICM Reality Group, LLC and Redline Property Partners, we would like to take this opportunity to welcome you to International Plaza. It is our desire to make your tenancy experience at International Plaza as pleasant and rewarding as possible.

This Tenant Manual has been designed to provide useful and necessary information about International Plaza's policies, services and amenities. We hope it will serve as a support guide for our Tenant's daily business operations, as well as offer guidelines and resources during building emergencies.

In order to expedite and maintain continuity in our tenant service, we would like to suggest that you designate one person in your office to serve as a Tenant Contact Person. This designated contact person should call the Management Office with all questions or requests for service. We, in turn, will direct our calls and follow-up inquiries to this same individual.

The International Plaza Management Office phones are answered 24 hours a day, seven days a week. **Office hours are 8:00 a.m. – 5:00 p.m., Monday through Friday, excluding holidays.** After hours, the phones will be forwarded to a member of the management team. In the event of an after-hours Tenant emergency, please contact the Management Office.

Again, welcome to International Plaza. We are looking forward to a long-lasting and mutually rewarding relationship.

**International Plaza Management Office
Suite 150
Office: (952) 883-3100**

HOLIDAYS OBSERVED

The International Plaza Management Office is closed on the following holidays:

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

During those holidays the following building conditions will be in effect:

- The engineering staff will be off duty, but on call.
- There will be no janitorial service.
- Security staff will monitor the building.
- There will be standard weekend after-hours settings of the air conditioning, heating or ventilation systems unless prior arrangements have been made. **It is the Tenant's responsibility to inform the management office prior to the holiday if employees will be reporting for work on that day.**

Please Note:

During the winter holidays, live Christmas trees are not allowed within the building. However, live holiday wreaths are allowed, as long as the wreaths are not decorated with lighting or candles.

BUILDING INFORMATION AND AMENITIES

International Plaza is a ten-story, multi-tenant, Class A Building with distinguished architecture. This includes blue tinted glass, a unique V-shape which provides maximum exterior exposure for all Tenants, a double barrel-vaulted open skylight above an airy and spacious two-level atrium. Contextual reference to the natural surroundings is made through graphic representations of birch trees applied to the atrium feature wall and glazing of the interior glass.

Location:

Highway 494 & 34th Avenue, to American Boulevard, to 7900 International Drive.

Building Hours:

Monday – Friday: 7:30 a.m. – 6:00 p.m.
Saturday: 7:30 a.m. – 1:00 p.m.
Sunday: Closed | Access Card Required

Building Amenities Include:

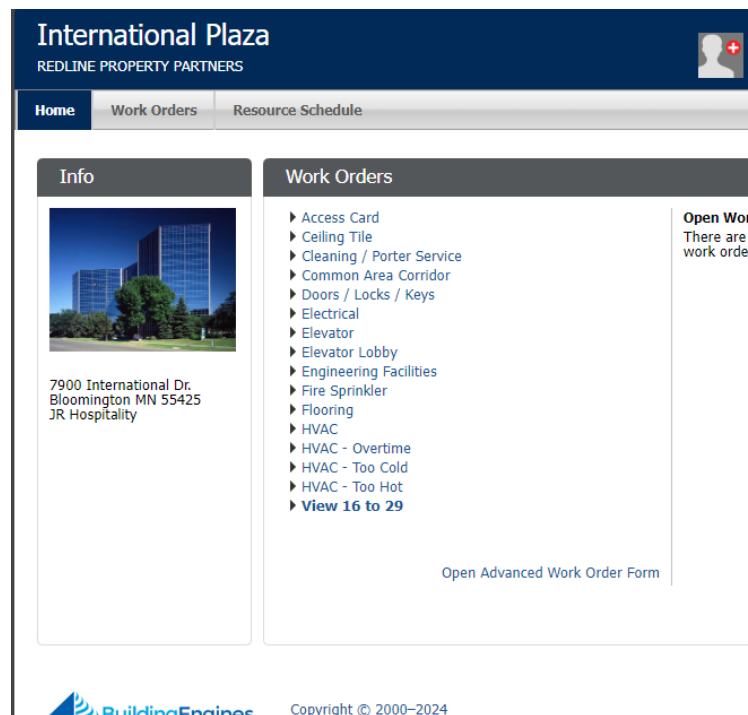
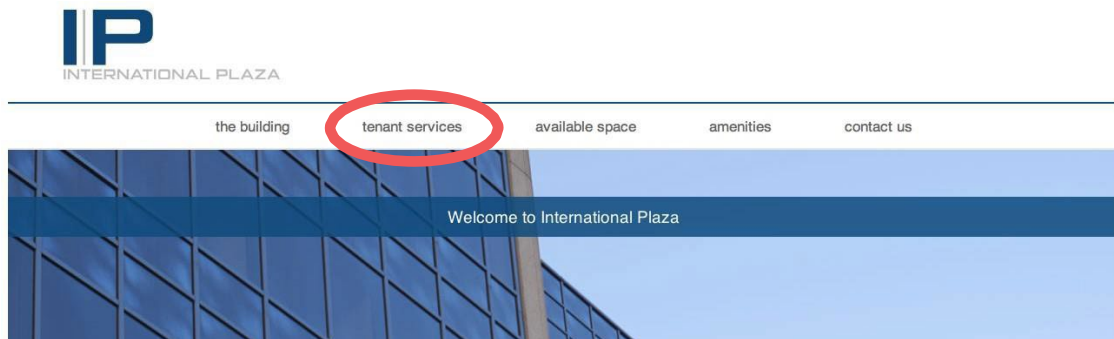
- ❖ Complimentary airport shuttle service through Park N Go
- ❖ Conference Rooms – Suite #425
- ❖ Covered, drive-up loading dock
- ❖ Daily security monitoring
- ❖ Fitness Center – lower level
- ❖ One block from Light Rail Transit station
- ❖ Federal Express Dropbox – main floor
- ❖ Parking ramp with car stalls – 90% of which is covered
- ❖ Plaza Hair Design Salon - lower level
- ❖ Proximity to International Airport, Mall of America, hotels, and restaurants
- ❖ U.S. Mail drop station
- ❖ Underground executive parking (on fee and/or lease basis)
- ❖ Within minutes of both downtown Minneapolis and St Paul

The International Plaza Website is located at www.theinternationalplaza.com. The website is comprised of public building information as well as a Tenant Services area.

Maintenance Service Requests Are Just a “Click” Away!

In an effort to further support your business needs and to serve you better, the management team of International Plaza has added the capability via the property website to create and send Maintenance Service Requests to the Management Office. The information is automatically entered into the Building Engines system, the computerized system that manages Work Requests. It is easy and it is quick.

To access the form, navigate to the www.theinternationalplaza.com web page. Select the **Tenant Services** link. From there, log into the **Tenant Services** portal using your username and password.



You will receive a Welcome email containing instructions on how to set up access to Building Engines.

1. In the Username/Email field type in your email address (on file with Property Management) & then your password.

1. To quickly and easily submit a work order from your Tenant Homepage, click the hyperlink to the appropriate issue type:

The screenshot displays the 'One Demonstration Plaza' tenant homepage. The header includes the BuildingEngines logo and a user profile for 'Jane Doe' with a 'Sign Out' link. A navigation bar shows 'Home' and 'Work Orders'. The 'Work Orders' section is active, showing a list of issue types: Electrical, HVAC - Comfort/Other, HVAC - Too Cold, HVAC - Too Hot, Janitorial, Keys/Locks, Lighting, Other, Painting, Plumbing/Leak, and Trash Removal. The 'HVAC - Too Hot' option is highlighted with a red box and a mouse cursor. To the right, it states 'Open Work Orders 0' and 'There are currently no open work orders.' Below the list is a link to 'Open Advanced Work Order Form'. On the left, an 'Info' section shows a building image and address: '100 Main Street, Boston MA 02108, ABC Tenant Company'. The footer contains the BuildingEngines logo, 'Copyright © 2000-2014', and a small 'L' icon.

2. Select the appropriate **Floor / Suite**, specify a Location, and provide a few additional **Details** for the service request. Click **Save** to submit the new work order:

New Work Order [X]

Type: HVAC - Too Hot

Floor / Suite:* Floor 3, 300

Location:* Men's restroom

Details:* The men's restroom in our suite is too warm - I think the heat may need to be adjusted.

[SAVE] [CANCEL]

3. A confirmation message will be displayed with the unique identification number for your work order, as well as a summary of the request details. Click **Ok** to close the confirmation message:

Work Order Added [X]

The following Work Order has been added #: **232458489**
HVAC - Too Hot 3 Men's restroom

[OK]

4. The newly created **Open Work Order** will now appear in the list on your Tenant Homepage:

One Demonstration Plaza [User Profile] Jane Doe / Sign Out

Home **Work Orders**

Work Orders Open: 1 | Recently Closed

- ▶ Electrical
- ▶ HVAC - Comfort/Other
- ▶ HVAC - Too Cold
- ▶ HVAC - Too Hot
- ▶ Janitorial
- ▶ Keys/Locks
- ▶ Lighting
- ▶ Other
- ▶ Painting
- ▶ Plumbing/Leak
- ▶ Trash Removal

Open Work Orders 1
HVAC - Too Hot - Men's r...

5. To review the status of your work order, navigate to the **Work order** tab from your Tenant Homepage:

One Demonstration Plaza

Jane Doe / Sign Out

Home
Work Orders

Info

Work Orders

Open: 1 | Recently Closed

▶ Electrical
▶ HVAC - Comfort/Other
▶ HVAC - Too Cold
▶ HVAC - Too Hot
▶ Janitorial
▶ Keys/Locks
▶ Lighting
▶ Other
▶ Painting
▶ Plumbing/Leak
▶ Trash Removal

Open Work Orders 1
HVAC - Too Hot - Men's r...

6. Click the **Request** number to open the work order and view the details of the service request:

One Demonstration Plaza

Jane Doe / Sign Out

Home
Work Orders

Work Orders

Search Parameters

+ NEW REQUEST
PRINT

EXPAND

	Request	Status	Requeste...	Issue Ty...	Requested ...	Details	Date Clo...	Location	Floor
<input type="checkbox"/>	232458489	New	Jane Doe	HVAC - T...	05/07/2014	The men's restroom in our suite is too...		Men's re...	3

Showing all 1 rows

BuildingEngines
Optimizing Property Performance
Copyright © 2000–2014

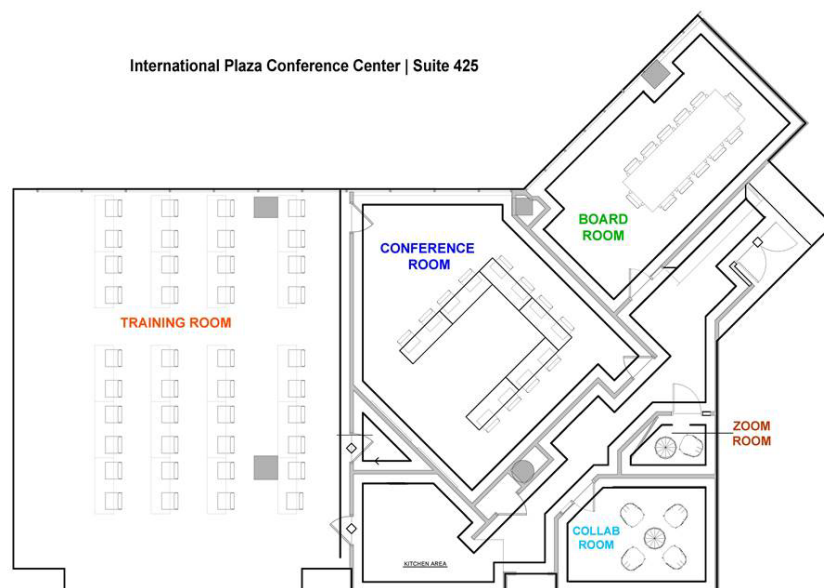
7. The Work Order View displays the current stage of work for the service request in addition to the task/location/requestor details. You may also add any comments or documents that you would like to communicate to the property management staff:

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EXECUTIVE CONFERENCE ROOMS, SUITE 425 (4TH FLOOR)

The International Plaza Executive Conference Rooms are located in Suite 425 (4th Floor). The Executive Conference Rooms have been designed to serve the Tenants of the building and provides:

- boardroom style and training/ classroom style seating
 - projector available by request
 - white board
 - kitchenette (includes sink, microwave & refrigerator, suite #425)
- To reserve the Executive Conference Room, please login to the online reservation system with your supplied username and password that is specific to your suite. You can login at www.theinternationalplaza.com and navigate to the **Tenant Services** section of the site. Reserving a conference room is completed through the Building Engines application. After login, select the date/time that you wish to reserve on the conference room calendar. Step by step instructions are located on the next page of this manual.
- Due to the high demand for the Executive Conference Room, we recommend reserving dates as early as possible.
- In the event your meeting schedule changes, **please adjust/cancel your reservation so another Tenant may have access to the room.**
- There is no charge to Tenants for the use of the Executive Conference Room.
- Further instruction can be seen on video tutorials available after you have logged into your account. These may be helpful in showing you how to add a reservation. Instructions for changing a reservation or deleting any meetings that may have been cancelled can be seen on the following pages.

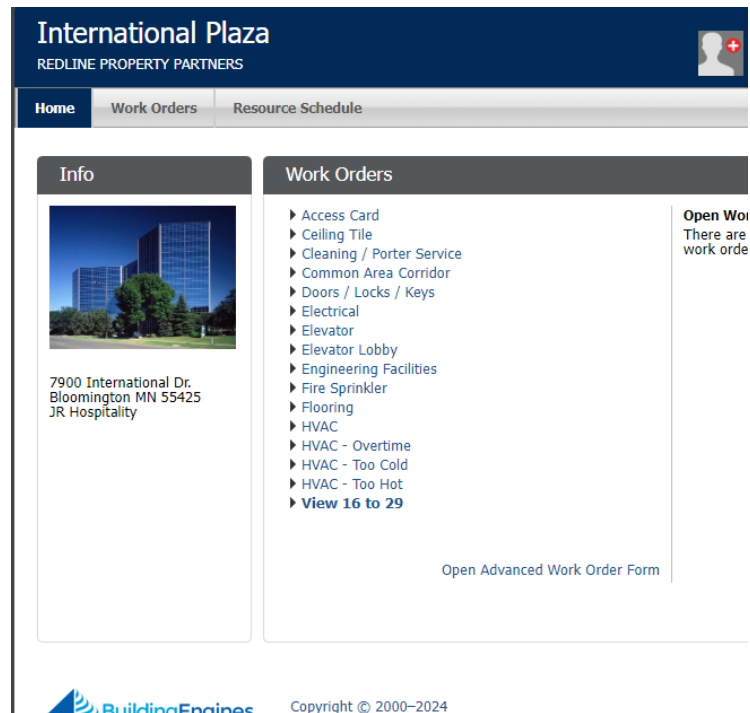
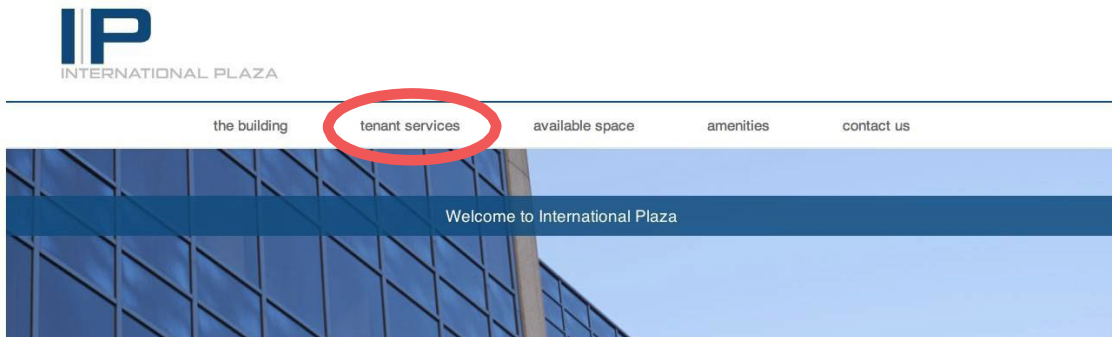


HOW TO RESERVE THE CONFERENCE ROOM

The International Plaza Website offers an online booking feature for its conference room. Every tenant will receive a login username and password for the purpose of securing individual control over office reservations.

Login

Log into the Building Engines application from the Tenant Services section.



HOW TO RESERVE THE CONFERENCE ROOM

Upon login, you will be brought to the Home page. Click on the **Resource Schedule** tab at the top of the page. Each individual room in the Conference Center can be reserved (including the Lower-Level Conference Room). Each room also has a short description and photo on the Resource Schedule.

Reserving time for your suite

Simply click on the block of time (broken down into 1/2-hour increments) and adjust for the time you need for your meeting in the conference room. You can add an Event Name and Special Instructions to your event for easily tracking which meeting is coming up (view these either from the schedule or the dashboard). You can also select which “Resource” you would like to reserve (Board Room, Zoom Room, Etc.).

Reservation Request

STATUS

Approved

RESOURCE

Select

REQUESTED BY

Select

CONTACT

N/A

VENDOR

Select

EVENT NAME

SPECIAL INSTRUCTIONS

EVENT TYPE

Single

☐ Full Day Event

START

02/27/2024

11:30 am

END

02/27/2024

12:00 pm

Cost: \$0.00

SAVE

CANCEL

HOW TO RESERVE THE CONFERENCE ROOM

Changing or Deleting Reservation

You can change a current reservation that you have, by clicking on the event to access your information that coincides with that particular reservation. You can increase time if time is available.

Deleting the event that has been reserved will open the time up for others to reserve. To delete an event, simply click on the event, then press the “Delete” button as shown circled in red below. A pop-up screen will appear asking you to confirm your selection.

Reservation Request

STATUS Approved

RESOURCE Board Room

REQUESTED BY REDLINE PROPERTY PARTNERS

CONTACT N/A

VENDOR Select

EVENT NAME Test

SPECIAL INSTRUCTIONS

☐ Full Day Event

START 02/28/2024 3:00 pm

END 02/28/2024 3:30 pm

Cost: \$0.00

DATE/TIME	DETAILS	ADDED BY
02/20/2024 10:56 AM	Requested use of Board Room	Ian Maclean

SAVE **DELETE** **CANCEL**

Delete

Are you sure you want to delete this reservation?

YES **CANCEL**

MAIL STATION

International Plaza has a Mail Station (slot) located on the First Floor in the Loading Dock. Mail is delivered directly to your suite Monday – Friday.

A FedEx drop box is located in the Express Mail Station in the First Floor Lobby next to the elevators. Collection times are noted on the drop box and express mailing supplies may also be available.

NOTE: Drop-off times and presence of a drop-off box is not controlled by Property Management or Building Ownership.

PARKING LOT, PARKING RAMP AND EXECUTIVE GARAGE

The “surface” parking lot is located on the south and east sides of the building entrance and is designated as a “**Visitors Only**” lot. It is intended for use by **guests, clients, and short-term visitors** to International Plaza. Please inform your employees, guests and vendors of this policy; **employees should park in the parking ramp.**

An executive, underground parking garage is available for a fee and/or Lease basis.

All vehicles left overnight must be parked on the north side of the **3rd level** of the parking ramp and logged in the “Overnight Parking Vehicle Log” located at the security desk on the main level. Vehicles that are not logged in or are parked on other levels of the parking ramp will be subject to towing. Vehicle owners will be responsible for all expenses related to the towing and storage of their vehicles. Vehicles will be towed and stored by Cedar Towing (612) 721-6645.

The privilege of parking in the ramp for free **is extended only to Tenants and their daily guests at International Plaza.** You may not invite friends or relatives to park in the ramp for extended periods of time, i.e., free parking for airport travel.

Please Note:

- 1) **Lock your car. Keep all valuables and personal items out of sight in your car trunk**
- 2) **Security Guard Escort:** If you need an after-hours escort from the building to your car, please contact the management office.
- 3) Please help us keep the parking ramp and executive parking garage clean by using the **trash receptacles** at the entrances to the building.

DOCK AND FREIGHT ELEVATOR INFORMATION

The International Plaza Management Office must receive **24-hour advance notice** for Tenant usage of the dock for Tenant move-in/move-out purposes. **Movers will be denied access if prior arrangements have not been made.**

All large deliveries must be made after building hours and arranged through the management office. Security can assist by providing access as directed. **Any delivery attempted during the day which consists of more than one trip from the dock to the freight elevator will be turned away.**

The dock is located ½ a block North of American Blvd. E. along Metro Drive, on the West Side of the International Plaza building.

The exact measurements of the dock are as follows:

Dock Door & Roll-Up Door Measurements:

Door Height:	8 feet
Door Width:	8 feet
Truck Unloading Area:	14 feet

Freight Elevator Cab #5: (All moves must be made using this elevator.)

Door Height:	94 in.	Cab Depth:	61 in.
Door Width:	44 in.	Cab Capacity:	3,500 lbs.
Doghouse Height:	138 in.	Cab Width:	75 in.
Doghouse Depth:	24 in.		

All dimensions are estimates. It is recommended that all vendors field verify conditions prior to moving any large equipment or materials.

STANDARD BUILDING SERVICES

We look forward to the prospect of working closely with the Tenants of International Plaza. It is our sincere wish to represent our Tenant's best interests and provide the utmost in building services to you. We feel it would be helpful to outline in general terms the services that are provided at no-charge as standard building services (routine maintenance, such as air conditioning, lights, etc.) and those services that are considered a Special Request or Tenant expense obligation. If you ever have a question as to what is considered a standard building service, please feel free to call our office at (952) 883-3100.

For service, please submit your request at www.theinternationalplaza.com under **Tenant Services** then Work Orders on the left side of the page or contact the Management Office at (952) 883-3100.

STANDARD SERVICES

(Within Tenant's Suite, or Building Common Areas)

- Thermostat adjustments for temperature control
- Standard light bulb replacement
- HVAC repair and maintenance
- Building restroom issues
- Janitorial service Monday – Friday

SPECIAL REQUEST SERVICES

(Tenant Expense Obligation)

UTILITY WORK

- Unclogging private office restroom drains
- Changing specialized lights (i.e. display cabinets, spotlighted office signs)
- Keys / Lock changes
- Access card requests

REPAIR

- Carpentry work
- Hanging office pictures or white boards
- Plumbing repair for interior, private water works
- Table/desk-top glass removal
- Lock repairs for interior office doors
- Additional keys / lock set changes
- Shelf/keyboard tray installation
- Furniture & specialized lighting fixture repairs
- Any other services deemed above standard at the discretion of the management office.

SECURITY

Additional security required for Tenant events or move in/out

JANITORIAL

- Cleaning of specialized glass topped furniture
- Janitorial cleaning at non-standard times (holidays, etc.)
- Carpet cleaning
- Washing dishes
- Cleaning refrigerator/microwave

The minimum charge for Special Request work is \$60.00 per hour. These rates are reasonable and typically lower than the rates charged by outside service vendors. If a technician's service is needed from an outside vendor, the Tenant will be charged for the hourly time charge plus materials. Rate is subject to change without notice.

Any outside vendors doing work within your suite must provide the Management Office with a current Certificate of Insurance.

JANITORIAL SERVICE

Janitorial Service is provided under the site supervision of a Project Manager, Monday through Friday, after normal business hours. Routine office cleaning includes:

- Vacuuming
- Dusting
- Emptying of wastebaskets and recycling bins (not personal desk recycling bins)
- Spot cleaning of carpets

Trash from normal, everyday office operations will be removed nightly by the janitorial service. Do not place any object near or against trash receptacles if the material is not to be thrown away. Trash stickers should be used to designate all items that need disposal. If your office does not have trash stickers, please contact the Management Office at (952) 883-3100.

Furniture and equipment cartons or crates cannot be handled by the building or janitorial service and must be removed by the Tenant's supplier.

Should your office require any special cleaning or other services of this nature, please notify the Management Office at least 48 hours in advance. Special janitorial services, other than the normal cleaning described above, will be provided at the expense of the Tenant. (Please refer to "Standard Building Services" for more information.)

A Day Porter is on duty Monday through Friday. If you observe a janitorial problem on the building's grounds, entrances, lobbies, corridors, restrooms, or parking ramp, please call the Management Office at (952) 883-3100 immediately.

Please Note: In the event janitorial services are not up to your office's standards, please do not hesitate to call the Management Office so we may respond to your needs in an efficient and effective manner.

Your assistance in notifying the Management Office when building conditions or building equipment are in need of attention is necessary and extremely appreciated by our staff. Please do not assume that someone else has reported a building problem. With your assistance, our staff will do everything possible to keep International Plaza in the very best condition.

Welcome to International Plaza, where sustainability is one of our most important goals! We encourage you to recycle, and here is how our program works:

- Each employee may have trash & recycling containers under/next to/at their desk.
- The janitorial team empties the standard trash container nightly.
- Once the recycling receptacle is filled, please take it to the larger, centrally located recycling bin in your office and empty it there.
- Once the large blue or gray centralized recycling container is over halfway filled, the janitorial team will empty.

Please note, in this process the janitorial team does not empty the desk side recycling bins.

Additionally, please ensure that cardboard boxes are broken down and flattened prior to disposal. Failure to do so may result in a disposal overage/overflow charge being billed back to your suite.

Our recycling program is “co-mingled”, which means all recycling items can be placed in one recycling container for sorting by our handler at an offsite location.

Here is a list of the current recyclable items:

- Paper (newspapers, mail, magazines, paper bags, cardboard boxes, etc.)
- Plastic (bottles and containers #1 through #7)
- Cartons & Containers (aluminum, glass, cardboard)

Please remember to empty and rinse any food containers. Containers contaminated by food are not to be disposed of as recycling, doing so could lead to a recycling contamination charge being billed back to your suite.

For questions or special requests, please contact the management office at (952) 883-3100. Thank you for your cooperation. We hope you choose to recycle with us!

Please refer to the flyer on the following page for more information regarding current guidance on recyclable materials.



Recycling at work

Paper

- Paper (all kinds, all colors)
- Mail and envelopes
- Magazines and catalogs
- Packing paper
- File folders
- Paper tablet backings
- Newspapers and inserts
- Phone books
- Soft cover books
- Supplies and electronics boxes
- Cracker/cookie boxes



Cardboard

- Please flatten boxes.



Cartons

- Milk and cream cartons
- Soy and rice milk cartons
- Soup cartons
- Juice boxes



Plastic

Bottles and jugs

- Lids and caps on

Cups and containers (please empty):

- Yogurt, pudding and fruit cups
- Iced coffee/tea cups
- Baked goods, deli and take-out containers

Packaging:

- Clear, rigid packaging from electronics, supplies, etc.



Glass

- Food and beverage bottles and jars



Metal

- Food and beverage cans



Not accepted: Tyvek envelopes • laminated paper • Styrofoam™ • plastic bags • plastic wrap • bubble wrap • microwavable food trays • paper plates • paper towels • plastic utensils and straws • coffee cups

A Security Officer is onsite 4:00pm – 8:00am, Monday – Friday & 24-hours a day Saturdays, Sundays and select holidays. They will assist Tenants in a variety of ways:

- Monitors deliveries, parking lot/ramp activity
- Monitors overnight parking of cars in executive garage and lot/ramp
- Assists Tenants with after-hours access to suites

The security desk is located on the first floor near the entrance of the building. To reach the security officer, call (952) 883-3100.

Tenants should report all vandalism and thefts immediately to the Bloomington Police Department (emergency 911, non-emergency 952-948-3900 and to the Management Office at (952) 883-3100.

CARD ACCESS SYSTEM

International Plaza has a card access system, which controls after-hours access to the building at the front doors, elevator cabs into the building's upper & lower levels, as well as the first and lower-level doors from the parking ramp. The system is designed to not only enhance the building's security, but also provide more convenient after-hours and weekend access to the building for employees.

The card access system utilizes proximity readers and magnetic cards similar in size to a credit card. The building's doors are unlocked by simply holding the card up to the proximity reader. Upon move-in to the building, each employee who may need to access the building after-hours can be issued one card free of charge; **thereafter, additional or replacement cards for those lost, stolen or not collected from terminated employees, will cost \$5.00.** (The additional cost also includes new employees hired by an existing tenant after move-in.)

Each new Tenant must provide the Management Office with a list of all employees who will require access cards. We will then assign each employee a numbered card. Once this information has been inputted into the card access system, we will deliver the cards to the Tenant. The Tenant will be responsible for distributing the assigned cards to each of their employees and notifying the Management Office in writing of any changes/termination in access cards.

To make name or access changes (new employee, terminated employee, lost/damaged card) please submit these requests to the Property Management Office.

If you have any questions regarding the card access system, please contact the Management Office at (952) 883-3100.

BUILDING ACCESS, AFTER HOURS & SUITE ACCESS

Access to International Plaza is available to Tenants 24 hours per day, seven days a week. If you have office guests arriving after hours, please make arrangements to meet them in the building's main lobby or contact the Property Management Office in advance to arrange access.

If Tenant staff arrive without a key or have locked themselves out of their suite, the building policy is strict and will be enforced. **This procedure is enforced in order to keep unauthorized persons from having access to Tenant suites.**

If an employee arrives at the building and is without a key to their suite, security will try to resolve the lockout by the following means:

- The employee will be asked to call a supervisor or co-worker to bring a key or return to their home for the key.
- If this is not possible, Security Staff will call the person(s) listed on the Tenant Emergency Contact Sheet to obtain approval in order to allow the employee into the suite.
- If Security cannot reach the contact(s) to provide authorization, **access will be denied.**

If an employee is working in the building after hours and finds they are locked-out of their suite, please resolve the lockout by the following means:

- Contact Security via the phone number previously provided. Identify yourself to the Security Officer, inform them where your suite is located, then where your station is located within the suite and where your keys have been left. The security officer will then retrieve your keys for you or escort you to your desk so that you can obtain your keys.

*****Deliveries are not to be made through the front entrance of the building*****

All deliveries from your vendors and/or suppliers must be made via the Loading Dock.

Large deliveries that require moving equipment, would require more than one trip in the freight elevator and/or would tie up the freight elevator and lobby for a period of time, **must** occur prior to 7:30 a.m. and or after 6:00 p.m.

Any damage to flooring, walls, doors, glass, railings, elevator interiors, etc. that are caused by a Tenant or Tenant's vendor during deliveries, **will be repaired at the Tenant's expense**. Please communicate to your vendors their need to be very careful to avoid damage to the building's common areas.

*****All deliveries must access the building's floors via the freight elevator (elevator #5).**

As mentioned previously, the surface parking lot is located on the South and East sides of the building and is designated as a “**Visitors Only**” lot. It is clearly marked and is intended for use by your guests and other short-term visitors to International Plaza. **Vehicles will not be allowed to park in the drive- through (drop-off circle) of the main entrance or handicapped parking space to make deliveries.** Please advise your vendors of this policy.

The following page is a copy of the Parking Violation form. Parking lot violations will be kept on file and repeat violators of this policy will be subject to towing.

INTERNATIONAL PLAZA – PARKING VIOLATION

You have parked on private property. Parking regulations must be followed, in order to provide adequate parking space for all Tenants, and to protect the efficient, safe operation of the parking lot.

The following violation has occurred:

- ☐ Your vehicle is parked in a Handicapped or 15-minute parking
- ☐ Your vehicle is taking up multiple parking spaces
- ☐ Other:

Date of Violation: _____ License Number: _____

Vehicle Make: _____ Vehicle Model: _____

These parking facilities are provided for the use and convenience of our tenants only. Your future cooperation in observing these regulations will be greatly appreciated. A copy of this notice will be kept; a second parking violation could result in your car being towed by Cedar Towing (612)721-6645.

MISCELLANEOUS: BICYCLES, PETS, AND SMOKING

BICYCLES:

There are bicycle racks located on the main level inside of the International Drive entrance to the parking structure and lower level of the parking structure next to the Executive Parking garage door. Please use these locations to park and secure all bicycles.

- Bicycles are not allowed to be brought through the building to your suite.
- Bicycles are not to be left at the front entrance of the building or secured to its canopy piers, sidewalks, or secured to signposts on building grounds.

PETS:

With the exception of service animals, **no pets of any kind** are permitted within the common areas or office suites of International Plaza. Also, pets are not to be tied or leashed to signposts or trees on the building's grounds.

SMOKING:

Smoking within the building is strictly prohibited. Failure to comply would be a violation of the building's rules and regulations, as well as the Minnesota Clean Indoor Air Act.

For smoking breaks, we ask that you use the designated smoking area in the southwest corner of the building's parking structure. Also, please remember that cigarette butts are litter; discard them in the ash receptacles rather than on the ground or in the landscaping.

Please Note:

Other rules pertaining to the building may also be found in your Lease document. Please contact the Management Office with questions relating to any of International Plaza's building policies.

“NO SOLICITATION” RULE/UNAUTHORIZED VISITOR

For Tenant security, International Plaza has a **“No Solicitation”** rule, which prohibits solicitation and distribution of printed materials or general canvassing of Tenants. This also includes solicitation by Tenants at International Plaza. To help the Management Office enforce this rule, we would request you have your staff inform our office if they ever encounter a solicitor within the building:

- If someone enters your office for the purpose of solicitation or is suspicious and disruptive, please note any identifying details (appearance, clothing, what they are carrying, the direction they take when they leave your office suite, etc.).
- Call the management office at (952) 883-3100 with your information immediately. If the person is being very disruptive or threatening, call the Police Department (911). We will send one of our staff to that floor’s lobby to intercept the solicitor/unauthorized person and escort them from the building.
- To prevent theft, please ensure when your office is open, that someone is always stationed at the reception desk to greet people.
- Criminals are very familiar with office buildings and know exactly what to look for. For example, many people keep purses, wallets and valuables in their lower, larger desk drawers. Criminals will also survey desktops for checkbooks, keys, security badges, etc.; keep important, valuable items secured during the workday and after hours.

<p>Please Note: Any suspicious person should be reported to minimize theft and other security problems.</p>
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SUITE IMPROVEMENT, EXPANSION, CONSTRUCTION

Any tenant improvement or construction after move-in must be coordinated through the Management Office to ensure architectural quality control, that all construction work meets building, system, safety and fire code requirements & must be done in accordance with your Lease.

If such work is being contemplated, please contact the Management Office as soon as possible to ensure the expeditious completion of your plans. The contractor and Tenant must adhere to the detailed Construction Guidelines for International Plaza.

Any construction work initiated without the approval of the International Plaza's owner and its management is subject to removal at the Tenant's expense. This procedure will be strictly enforced since both the building owner and Tenant may incur substantial risk if the work does not meet all applicable legal requirements.

Please Note: If you have any questions or require further information in regard to suite improvements with respect to your Lease, please contact the Management Office at (952) 883-3100.

International Plaza is serviced by five high (5) high speed, traction Otis Elevators in the main lobby, including the freight elevator, and two (2) hydraulic Otis Elevators in the entrances accessing the parking ramp levels. The elevators feature computerized dispatch control with digital display and Braille on the control panel for the sight impaired.

- All elevators contain an emergency push button, which is directly connected to the elevator company and answered 24 hours a day, seven days a week.
- If you are riding in an elevator that happens to stall between floors or if there is any other type of problem, STAY CALM. Simply push the button inside the lower telephone cabinet and it will automatically ring as described above. Stay on the line until someone responds to your call. The elevator's identifying cab number is located on the inside of the cabinet door.
- DO NOT: Use the red emergency button to hold the elevator. If the elevator should stop between floors, check that this has not been accidentally depressed.
- DO NOT: Press the call buttons for both the passenger elevators and the freight elevator in order to take the first one that arrives. The freight elevator should be used by service and delivery personnel only; however, if a Tenant is using a two-wheel cart to transport supplies, etc., we do ask that they use the freight elevator.

AIR CONDITIONING & ENERGY CONSERVATION

HVAC is provided as needed in your suite Monday through Friday, 7:30 a.m. – 6:00 p.m. unless otherwise noted in the Tenant's Lease Document. After-hours and weekend HVAC is available at your request for an additional charge. The charge for such after- hours services shall be at the rate documented in the Tenant's Lease Document or, if no rate is documented, at the rate of \$5.00 per hour (or partial hour), per heat pump serving specific areas of the Premises with \$35.00 maximum charge per service hour and a \$20.00 minimum charge per day, which amount may be changed by Landlord from time to time to account for any change in the cost to Landlord of providing such services. Please make your requests to the Management Office at (952) 883-3100 as far in advance as possible, but not less than 24 hours.

The following are ways to conserve energy at International Plaza:

- 1) Throughout the day, when the sun's exposure is the strongest in your office, be sure to deflect the heat this causes by using your office window blinds. This will help our engineering staff maintain better control and balance in the building's air conditioning; as a result, employees will have more comfortable room temperatures.
- 2) Interior lights also contribute to excessive energy usage and create heat within office spaces. Please remember to turn off lights when not needed during the day and also when leaving your office suite.

<p>Please note: Lights should not be left on at the end of the workday for the janitorial company. With our Tenant's continuing cooperation, we can do a great deal to conserve the building's energy.</p>

SAFETY FEATURES & AUTOMATED FIRE ALARM SYSTEM

International Plaza is equipped with modern life-safety systems, which are designed to detect, report, and in some cases, extinguish fires completely. The systems are backed up by an emergency generator support system. These systems include:

- **SPRINKLER SYSTEM** – The sprinkler heads are individually activated by high temperature that melts a link and causes the sprinkler to discharge water in an affected area. A flow of water from a sprinkler head will activate the fire alarm system. If the fire is not controlled, other sprinklers will be activated as the links melt. Water pressure within the sprinkler system is maintained by automatic fire pumps; this system is tested on a regular basis.
- **FIRE LIGHT STROBES and SPEAKERS** – These audio-visual devices are the system's means of communication. These speakers are placed in various locations throughout the building to provide communication during an emergency situation. For the hearing impaired, the fire light strobes will flash to indicate a fire alarm.
- **MECHANICAL SYSTEMS:**
 1. **STAIRWELL PRESSURIZATION SYSTEM** – All stairwells in the building are pressurized. Stairwell pressurization is a system in which fresh air is pumped into the stairwells to prevent smoke from entering and providing safe egress from the building. The system is automatically activated by any fire alarm device.
 2. **SMOKE EXHAUST SYSTEM** – When a fire signal is activated on a floor, the air-conditioning system will shut down and a smoke exhaust fan will remove smoke from the building.
 3. **SYSTEMATIC SHUTDOWN OF VENTILATION** – In addition to the alarm sirens, a systematic shutdown of the ventilation system occurs and the smoke evacuation process begins. This process begins with the closing of all floor dampers, except for the floor with the alarm, so that contaminated air or smoke can be removed. The stairwells are then pressurized with outside air for emergency egress.
- **SMOKE DETECTORS** – Located on every floor, in each elevator lobby, in building mechanical room, and in each air return shaft on every floor. These devices provide the initial warning signal of a fire in the building. The activation of a smoke detector will cause the life-safety systems to start up and the fire department will be notified automatically by our 24-hour alarm monitoring company.

SMOKE DETECTORS (continued)

All smoke detectors and sprinkler flow switches are addressed to notify a 24-hour monitoring company (USA Central Station) as to where the smoke or water flow has been detected. This sets off a series of events to contain the fire and smoke and alert the fire department. Smoke or water flow in the sprinkler system will cause the alarms to sound on the floor where the fire is, as well as the floors directly above and below the fire. All fire strobe lights on these floors will flash and horns will continue to sound until the cause of the alarms has been eliminated.

- **STAIRWELL DOORS** – All stairwell doors are fire-rated doors and are designed to seal off the stairwell from the office space, thus preventing fire and smoke from spreading floor to floor. It is important that these doors not be held or blocked open, as this allows smoke into the stairwell and reduces the efficiency of the stairwell pressurization system.
- **STANDPIPE RISERS** – Standpipe riser systems are normally required in buildings over 75 ft. in height or in buildings with seven or more floors. A pipe riser is extended up the stairwells and is used by the Fire Department to attach hoses to. These are located on every floor.
- **EMERGENCY LIGHTING SYSTEM** – The emergency lighting system will light exit signs and other emergency lighting to provide sufficient illumination for safe travel around the premises. The emergency lighting system is powered by an emergency generator in the event of a power failure.
- **FIRE EXTINGUISHER CABINETS** – A fire extinguisher cabinet is located next to each stairwell door. These fire extinguishers are chemical based and can be used on electrical fires.

Please Note: It is not a building requirement for Tenants to have a fire extinguisher in their office suite; however, it is recommended. This decision should be made by the Tenant's management personnel.

- **RAMP and BUILDING ELEVATORS** – Once an alarm is activated, the elevators will descend to the first level (one at a time) and the doors will remain open. Elevator service will be limited; only 1 elevator will be operational at that time, except to the fire department and building engineers. The fire doors in the lobbies will also close to contain the smoke to the floor from which it is coming.

(Continued)

- **FIRE and SUITE ENTRY DOORS** – Suite entry doors, unless equipped with magnetic hold-opens, must **NOT** be propped open at any time. The magnetic hold-opens will release when an alarm on that floor sounds or in some cases, when any alarm sounds.
- **REMEMBER:**
 - Any door with a door closure is generally a fire door.
 - Fire doors should **never** be propped open, unless done so by the engineering staff.
 - Fire doors are often equipped with magnetic hold-opens, which are de-energized, thus, allowing the doors to close automatically by an alarm on that floor or for any general alarm.

RENT PAYMENT

The Owner of International Plaza places a high priority on the Management Office for the collection of receivables. We will be most appreciative of your promptness in this regard.

In keeping with the terms of the Lease document, rent is due and payable on the first day of each month. Please refer to the Lease Agreement for additional details. If you have any questions regarding the balance due on your account, please contact the management project accountant in the Management Office at (952) 883-3100.

MOVE-IN / MOVE-OUT INFORMATION

These procedures and policies apply to the movement of any large pieces of equipment or furniture in or out of the building, irrespective of whether it is a complete move-in/out by a Tenant. An example would be the delivery of new workstations or computer equipment.

1. Tenant moves must occur between 6:00 p.m. & 7:30 a.m. Monday – Friday and may occur anytime on weekends. (Weekday moves during business hours are NOT permitted.)
2. The tenant is responsible for seeing that the moving/delivery company adheres to the prescribed rules and regulations regarding any move or delivery of equipment.
3. A representative of the moving company "move-coordinator" who oversees the move, including the actions of all moving personnel, is to be identified before the move and will be on site at International Plaza from the start to completion.
4. Use of dock, corridors, and service elevators must be approved in advance through the Property Management Office.
5. The protection of all building surfaces and finishes, (including but not limited to) corridors, doors, stairwells, elevators, floor coverings, public areas, lobbies, and service areas are the responsibility of the tenant and their moving/delivery company. In addition, reparation of damages to the building incurred during the move shall be at the expense of the tenant and/or moving company.
6. Only the freight elevator (elevator #5) and Loading Dock may be used for moving Tenant property. Under no circumstance may a passenger elevator or entry point other than the Loading Dock be used at any time for moving purposes. See the next page for more details.
7. There are Masonite sheets located in the loading dock area; these must be laid down on the floor from the loading dock over to the freight elevator. All carts and two wheelers must travel on these sheets.
8. Movers are responsible for providing their own carts and two wheelers.
9. Removal of trash is the responsibility of the moving company. Use of the building trash facilities must be approved by Property Management and a fee may be charged depending on the volume of trash.
10. **Do not block the elevator doors so they remain open.** You will shut down the elevator and this will generate a service call to the elevator Service Company. You will be billed for the call.
11. If a key to a Tenant's space is required, it is the Tenant's responsibility to provide this to the mover. If needed, management can furnish access to the building and Tenant spaces with written Tenant approval.

12. Movers will be held responsible for ANY damage to the premises. A Certificate of Insurance must be on file for all movers working at International Plaza. Please contact the Management Office at (952) 883-3100 for additional information.
13. If you encounter a problem during your move, please contact the tenant. If you encounter a problem associated with the building, please contact building management at (952) 883-3100.

The International Plaza Management Office must receive a minimum of **24-hour advanced notice** for Tenant usage of the dock for Tenant move-in/move-out purposes. **Movers will be denied access if prior arrangements have not been made.**

The dock is located ½ a block North of 80th St. on Metro Drive, on the west side of the International Plaza building.

Dock Door & Roll-Up Door Measurements:

Door Height: 8 feet
Door Width: 8 feet

Freight Elevator Cab #5: (All moves must be made using this elevator.)

Door Height:	94 in.	Cab Depth:	61 in.
Door Width:	44 in.	Cab Width:	75 in.

Doghouse Height: 138 in.
Doghouse Depth: 24 in.

Capacity: 3,500 lbs.

***All dimensions are estimates. It is recommended that all vendors field verify conditions prior to moving any large equipment or materials.**

At International Plaza, all Tenant signage must conform to building standards. An original suite sign and listing on the electronic directory board are provided at no charge when a Tenant moves into the building.

Tenant requests must be submitted in writing to avoid any miscommunication when ordering new signage. For further signage requests or information please contact the Management Office.

The above information should be submitted to the Management Office.

Limited storage space may be available at International Plaza. Please contact the Management Office at (952) 883-3100 for more information.

DO

- Keep all office exits clean and unobstructed at all times.
- Maintain a minimum 18-inch clearance below all sprinkler heads.
- Monitor emergency exit lights and notify the Management Office at (952) 883-3100, if they are not lit.
- Immediately report any situation that could cause a fire or an accident.
- If you notice any discharged fire extinguishers, immediately contact the Management Office at (952) 883-3100.
- Post a list of emergency phone numbers for employees' use. Also, be sure to have an office first aid kit accessible for any minor emergencies.
- If loiterers are observed in corridors, restrooms or stairwells, notify the Management Office at (952) 883-3100.
- Remember, a "No Solicitation" rule is enforced at International Plaza (see "No Solicitation" Rule for more information).
- Unplug all electrical equipment that is not working properly or is in need of repair.

DON'T

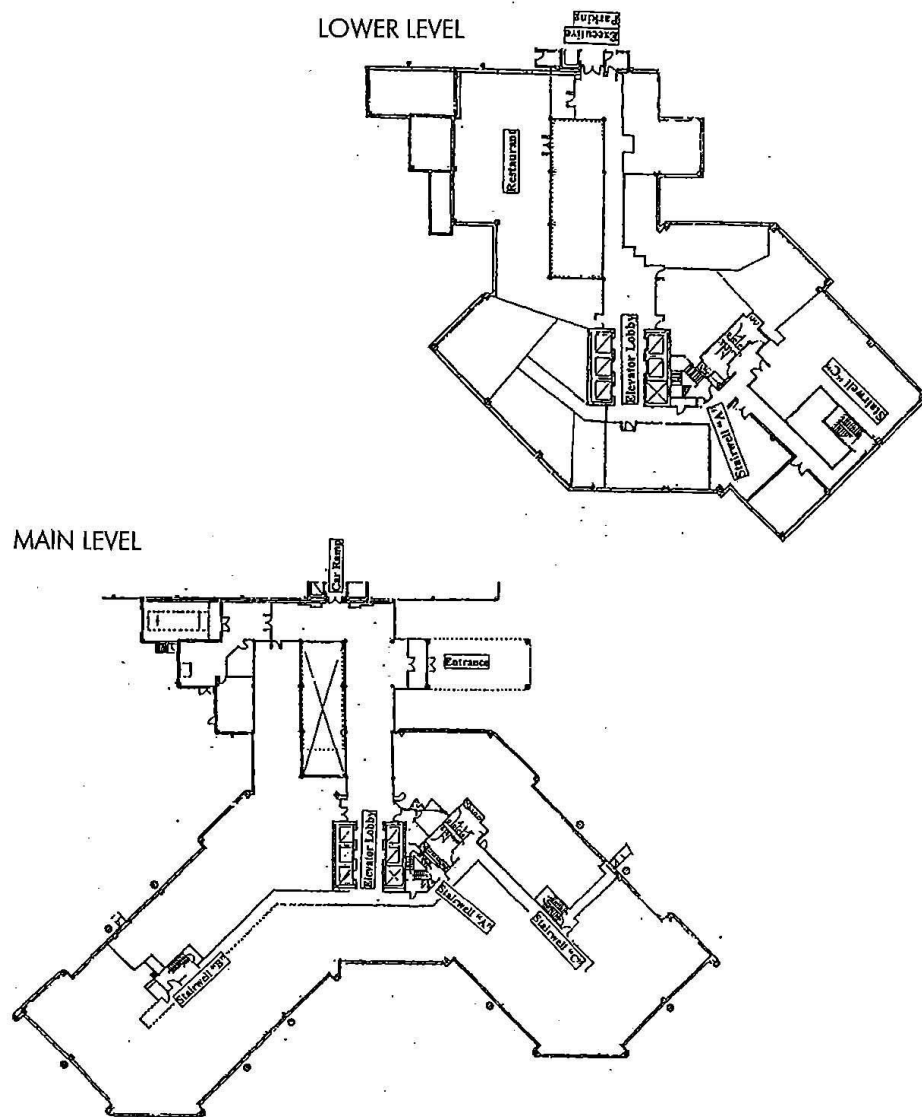
- Overload electrical circuits with extension cords or other non-standard type electrical work. If in doubt, please call the Management Office and we will dispatch an engineer to your suite to assist you. **Please note that the use of a supplementary electrical heater is a fire hazard and is not allowed at International Plaza.**
- Allow accumulation of trash or waste material that is flammable.
- Hold suite doors or lobby doors open with doorstops or other items, unless directed by the building engineers.
- Store flammable liquids within the building.

EMERGENCY EXIT FLOOR PLANS

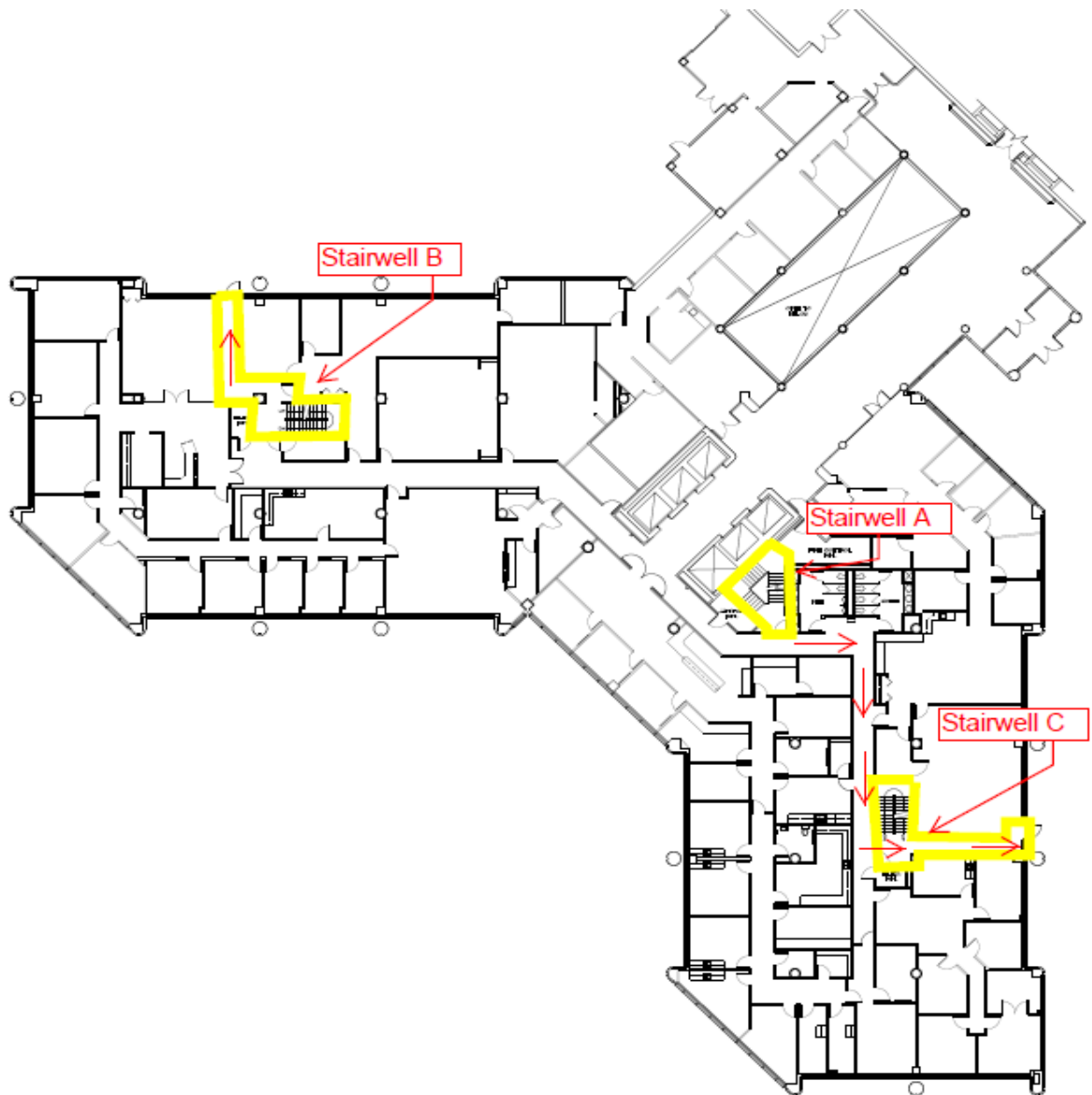
The following diagrams show the locations of the building's emergency exits on the Lower Level, Main Lobby and Floors 2 – 10:

Both Stairwell "A" (located in the center of building), and Stairwell "C" (located on the east side of the building) stops on the Lower Level.

Stairwell "B" (located on the west side of building) stops at the Main Level.



EMERGENCY EXIT FLOOR PLANS



TENANT FLOOR WARDEN

FUNCTION

The function of the Tenant Floor Warden is to:

1. Coordinate and be responsible for the immediate reporting of any potential or actual emergency condition to the Fire or Police Department and the Management Office.
2. Be responsible for and implement an organized plan of evacuation within office suite and stairwells, if such a situation should ever arise.
3. Coordinate and communicate with the other members of the building's emergency personnel and the fire and police departments.

DUTIES

Each Tenant shall designate at least one (1) employee as Floor/Tenant Warden **for each floor occupied** and one (1) employee as an alternative Warden in case of illness or absence.

The Tenant Floor Warden is responsible for emergency operations in the Tenant's space. As such, the warden should have a complete knowledge of the building's life safety systems and a complete understanding of the emergency procedures. The Tenant Floor Warden must cooperate with the Management Office and the fire department having jurisdiction in the training of employees in the use of the firefighting equipment or during mandatory fire drills.

If fire is discovered in its beginning stage, or if fire is suspected, it is the responsibility of the Warden to see to it that the fire department is called.

RESPONSIBILITIES

The Tenant Floor Warden should relocate Tenant employees and facilitate an evacuation if it is deemed necessary. If the automatic fire alarm signal sounds on your floor, initiate an evacuation. **When in doubt – EVACUATE.**

- If you have made the decision to evacuate your Tenant space, notify all other Tenants on the floor, apprise them of the emergency and have them initiate their evacuation plans.

RESPONSIBILITIES (continued)

- Identify any individuals needing assistance who would require assistance in an evacuation or other emergency. Ensure the safe evacuation of such persons by assigning responsible persons to help.
- Upon notification of an emergency, all non-office spaces, including restrooms, should be searched. If an evacuation has been ordered, direct all persons to the nearest stairwell.

**FOR INFORMATION REGARDING THE BUILDING'S SAFETY SYSTEMS PLEASE
REFER TO PAGES 40-42 OF THIS MANUAL**

INDIVIDUALS NEEDING ASSISTANCE

Personnel needing assistance should be familiarized with the building's emergency procedures for the following emergency items:

- 1) Evacuation.
 - 2) Use of exits.
 - 3) Fire stairwells.
 - 4) Any special arrangements (i.e., those individuals needing carrying and/or walking assistance in the stairwells) relative to their safe egress from the building.
- The Management Office requests notification of all employees needing assistance and each Tenant's plan for their safe evacuation.
 - More than one person should be designated to aid all personnel needing assistance in the immediate area during an emergency.

EVACUATION PROCEDURES

Due to extreme difficulties encountered while evacuating large numbers of occupants from high-rise buildings, Redline Property Partners management, in conjunction with the fire department, has adopted an evacuation plan, consisting of three (3) stages. These stages are:

- Local Evacuation
- Limited Evacuation
- General Evacuation

You will find an explanation of these evacuation stages on the following pages. This plan may be used as a guide for the evacuation process in **most** emergency situations. In each stage of evacuation, certain points must be taken into consideration:

- When an emergency situation exists, the fire or police department will notify the building Management Office staff and the appropriate tenant representatives. Additionally, the members of the emergency team (management office staff or local authorities) will designate the required exit routes.
- With the exception of a local evacuation, do not start evacuating until so directed. When the fire or police department arrives on the scene, they will be given information about the situation and the area involved from the control center. Members of the emergency team will provide assistance as needed.
- Elevators should not be used unless directed by members of the emergency team. Tenant wardens should prevent people in their area from using the elevators. Occupants should not delay or return for personal belongings.
- Every consideration should be given to assisting those in need. Each tenant warden should be aware of any individuals needing assistance who are occupants on their floor.
- If there is a deviation from the pre-planned evacuation route, the occupants on the floor (s) that need to be evacuated will receive individual instructions from the fire or police department or the emergency team.
- Occupants of the building may return to their designated areas when directed to do so by the fire or police department or the emergency team. This decision will be made by the chief officer in charge of the emergency.

STAGES OF EVACUATION

STAGE ONE (1) – Local Evacuation

Local evacuation is the horizontal movement of occupants from an endangered area to a safe area located on the same floor.

In these incidents, the horizontal movement will be sufficient to evacuate the occupants from the immediate area until the situation has been resolved.

STAGE TWO (2) – Limited Evacuation

Limited evacuation is the downward movement of the occupants of three (3) floors.

1. Occupants of the floor above the emergency, the floor of the emergency, and the floor below the emergency, should move down three (3) floors via the stairwells and re-enter the common areas on that third floor down.
2. If the first exit route is blocked, alternate stairwell routes should be used.

STAGE THREE (3) – General Evacuation

General evacuation consists of the downward evacuation of the entire building by its occupants. This state of evacuation is an advance plan of action, in any emergency, which would require evacuation of the entire building.

1. The emergency team will notify all floors above the emergency to be evacuated downward.
2. Evacuation should begin from either the top floor of the building, or each individual floor should evacuate at set intervals as instructed by an emergency team member, until the building is completely evacuated.

STAGE THREE (3) – General Evacuation (continued)

3. The tenant wardens of the floor above the emergency will be instructed as to which stairways are designated for exiting. These will be designated by an emergency team member to avoid hindrance to the authorities and/or firefighting and rescue operations.
4. The tenant wardens will direct the occupants in their assigned areas to these designated exits.
5. After the floors above the emergency are evacuated, the emergency team will notify the floors below to begin evacuation.
6. The tenant wardens will direct occupants to designated stairways and a final destination as instructed by the emergency team.

EVACUATION

- Evacuation will be by stairway from the floor on which the emergency situation has occurred.
- All Tenants are urged to become familiar with the location of all stairways and exits. The decision to evacuate may be made by **1) the floor/tenant warden, 2) announced by security personnel or, 3) building management via the emergency speaker.**
- Unnecessary evacuations crowd corridors and stairs which can prevent emergency personnel from reaching the site of the emergency. However, if you are instructed to evacuate by fire department personnel or the Management Office, please be aware of the following:

DO

- Respond quickly, and calmly.
- Go to the designated stairway, keep to the right side of the stairs and use the handrail.
- Keep emergency stairwell doors clear.
- Assist personnel requiring assistance.

EVACUATION (continued)

- Remember, usually only a small area is involved in the evacuation, and only two (2) or three (3) floors may need to be evacuated.
- Search office space and restrooms for all personnel.

DON'T

- Use the elevators.
- Re-enter area until cleared by emergency personnel or Management Office.
- Block stairwells, vestibules or doors.
- React in any manner that may cause undue alarm and panic.

EVACUATION RESPONSIBILITIES

COMMON QUESTIONS	DAY SHIFT	EVENINGS/WEEKENDS
1. Who is in charge on site?	Property manager, engineer, building staff	On call engineer, security
2. Who are the members of the Emergency Team ?	All property management staff and/or police/fire dept.	On call engineer, security and/or property management staff
3. Who is trained in emergency equipment?	Engineers, security, police or fire department	On call engineer, security
4. Who ensures that all emergency equipment is in good working condition?	Engineering Staff	Engineering Staff
5. Who shuts down electrical apparatus, gas lines, etc.?	Engineering staff, police/fire department	Engineering staff, police/fire department
6. Who decides if evacuation is necessary?	Property management (property manager, engineer or building staff) and/or police/fire dept.	Security, fire/police department, engineer and/or property management
7. Who gives the order to evacuate?	Property manager, engineer, building staff and/or police/fire dept.	Security or fire/police department
8. How are Tenants notified of evacuation?	PA system	PA System
9. Who will direct the Tenants to the evacuation area?	PA System and/or property management	PA system and/or security
10. What special considerations are there for individuals requiring assistance?	Contact Property Management Team	Contact Property Management Team
11. What will each Tenant Warden do to secure their area(s) before evacuation?	See tenant warden duties	Not applicable
12. Who does final "all clear" building check?	Engineering staff, property management staff, security and/or police/fire dept.	Security, engineering staff, property management staff and/or police/fire dept.

FIRE EMERGENCY

Bloomington Fire Department
Management Office

911
(952) 883-3100

PLAN AHEAD

KNOW ALL EXIT STAIRWELL LOCATIONS
KNOW ALL FIRE EXTINGUISHER LOCATIONS

DO

- When fire is suspected or discovered inside or outside your Tenant area, and you cannot safely extinguish the fire, move to a safe location and **CALL THE FIRE DEPARTMENT (whether or not the fire alarm signal has already sounded).**
- If possible, give them the following information:
 1. Exact location of the building: 7900 International Drive, Bloomington, MN
 2. Your floor and suite number
 3. Description of problem – what is burning, etc.
 4. Your name and any other information that is requested
- Stay on the telephone long enough to know the information was received and understood.
- Call the Management Office at **(952) 883-3100.**
- Alert your Tenant Floor Warden and follow their instructions. Alert all others on the floor.
- If ordered to evacuate, follow the routes described in the Emergency Exit Plan.
- Close all doors to prevent the spread of the fire.
- If your door feels hot, do not open it – there may be a fire outside your suite. Place a rug, blanket, coat or other material along the bottom of your door to keep out smoke.
RETREAT – close as many doors as possible between you and fire.

FIRE EMERGENCY (continued)

- If the door is not hot, open it cautiously. Stand behind the door and prepare to close it fast. If path is open and clear, exit by stairwells only.

DON'T

- Panic.
- Use the elevators.
- Open doors that feel hot.
- Re-enter space for valuables or personal items.
- Become a spectator.
- Break windows – more oxygen will feed the fire.

FIRE EXTINGUISHERS

It is not a Lease requirement for Tenants to have a fire extinguisher within their office premises. It is a personal safety choice the Tenant must make. There are fire extinguishers located on each floor – it is a good idea to acquaint yourself with their locations.

Please use the following instructions and guidelines for fire extinguisher use:

Remember the word “P A S S”:

PULL – the pin. Some extinguishers require releasing a lock latch, pressing a puncture lever, or other motion.

AIM – low. Point the extinguisher nozzle or hose at the base of the fire.

SQUEEZE – the handle. This releases the extinguishing agent.

SWEEP – from side to side. Sweep at the base of the fire until it appears to be out. Fire can break out again, so watch carefully and repeat use of the fire extinguisher if necessary.

Please Note: Using an extinguisher that is not rated for the fire you are fighting may make the fire worse.

Multipurpose extinguishers are rated for more than one type of fire. An **ABC** extinguisher puts out most types of fires that could start in your office – paper, cloth, flammable liquid and electrical fires.

FIRE ALARM

Floor/tenant wardens and all Tenants should know the following information regarding our life/safety system at International Plaza:

The fire alarm system can be activated in the following three (3) ways:

1. Sprinkler flow (water is emitted from sprinklers)
2. Smoke detector (located in HVAC mechanical system and in common areas)
3. Heat detectors (in electrical rooms)

If one (1) of the alarms are activated, the siren will sound automatically on the floor affected, as well as one (1) floor above and one (1) floor below. The siren will be heard clearly on the floor on which it was activated. In addition, the light strobes will begin flashing a warning to alert the floors affected. At the same time, our 24-hour monitoring company is automatically notified and they, in turn, dispatch the Bloomington fire department.

The fire enunciator panel will light at the security console and an alarm will be set off in the fire control room. The fire control room functions indicate what floor zone alarm was activated. An engineer or security officer will immediately be dispatched to investigate the alarm.

Following the automatic siren, the engineer or the security officer will give you specific instructions on the nature of the emergency. **Stay calm and do not panic.**

If the alarm is false, the building engineer or security officer will notify affected personnel as soon as an investigation of the area has been completed.

MEDICAL EMERGENCY

Paramedics 911

Police Dept. 911

Fire Dept. 911

Workplace accidents or sudden illness may cause an emergency in your suite, which necessitates immediate first aid and subsequent medical attention. The police and fire departments are equipped to handle medical problems and have trained resuscitation teams for any emergency. In case of a medical emergency:

DO

- Call 911
- Notify the Management Office at **(952) 883-3100**. A member of the management staff or security will hold the freight elevator, meet emergency personnel in the lobby and escort them to the floor of incidence.
- Have tenant/floor warden meet emergency personnel in the elevator lobby on the floor of incidence and direct them to injured person(s).

TORNADO / SEVERE WEATHER PROCEDURE

- When a tornado warning goes into effect for the metro area, the National Weather Service will sound the Hennepin County Civil Defense Warning System with a five (5) minute, steady siren blast.
- The International Plaza Management Office is also equipped with a severe weather alert radio.
- They will also announce tornado/severe storm information over the radio and television. The following numbers can also be called for additional information:

KARE 11 TV:	763-546-1111 – ask for weather information
KMSP TV:	952-944-9999 – ask for weather information
KSTP TV:	651-646-5555 – ask for weather information
WCCO TV:	612-339-4444 – ask for weather information

- Upon hearing the warning, take shelter immediately, away from the perimeter of the building and exterior glass, by going to the center public corridors, enclosed stairwells or restrooms of the building. Be sure to close office doors behind you. Those Tenants on the first floor or lower level should go to the interior corridors and restrooms and **avoid** the atrium area.
- **Do not** go outside the building, but rather to the first floor or lower-level lobby. You are much safer in the interior area of the building.
- If you are caught in a windowed office, seek protection under a desk or table.
- **FEEL FREE TO CONSULT YOUR WEATHER APP OF CHOICE FOR MORE INFORMATION**

<p>Please Note: If your office area sustains damage, building and medical assistance will arrive to assist you as soon as possible.</p>
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BOMB THREAT

In the event a bomb threat is received by a Tenant:

- Immediately call 911 and the Management Office at **(952) 883-3100**. The police department will be dispatched by the 911 Operator.
- Give the following information to both parties:
 - 1) Company name
 - 2) Floor location
 - 3) Name of person who received threat
- Notify the tenant/floor warden and all alternate wardens.
- Commence an immediate visual inspection of your area for suspicious or out of place items and follow your company's risk management plan. The emergency teams will determine if entire building must evacuate, or an "all clear" will be reported.
- **DO NOT TOUCH ANY SUSPICIOUS OBJECTS OR ANY OBJECTS CALLER HAS MADE REFERENCE TO.**
- A search of the affected area may be initiated by police department/bomb squad, property management and/or security.
- The police department will contact the individual who received the original threat and question them regarding the caller.
- A guide to handling a bomb threat call is on the following page. If possible, use this form for recording all pertinent information for the authorities.

INTERNATIONAL PLAZA - BOMB THREAT CHECKLIST

A bomb threat is a very serious crime. It is very important for the person receiving the threat to keep calm – Do not let the caller know you are visibly affected by his/her threats.

Time call received: _____ a.m. / p.m. Date: _____

Call came in on main number: Yes / No

Did call come in on a private line? Yes / No

If so, which number: _____

Try to keep the caller on the telephone as long as possible – ask the caller to repeat information. Below are some possible questions to help get as much information as possible from the caller:

- 1) When is bomb set to explode? _____
- 2) Where is it located? _____ Floor: _____ Suite #: _____
- 3) What does it look like? _____
- 4) What kind of bomb? _____
- 5) What causes it to explode? _____
- 6) Did caller place the bomb? _____
- 7) Why did you place the bomb? _____

Note Voice Characteristics (speech impediment, accent, lisp, or if voice sounds familiar):

Male _____	calm _____	Other _____
Female _____	angry _____	_____
Age _____	excited _____	_____
	crying _____	_____

Threat Language:

Well spoken, educated? _____

Irrational? _____ Foul? _____

Taped message? _____

Message read by caller? _____

Other: _____

Notice Background Sounds:

Street noises _____	Office _____
PA system _____	Factory _____
Music _____	Airport _____
House noises _____	Other _____

POWER FAILURE

International Plaza may experience a power failure as a result of a mechanical failure within the building or because of a power company breakdown.

A substantial interruption in power will result in the following:

- The building's emergency generator will turn on automatically and generate power to various areas of the building.
- Certain lights (emergency lighting) will remain on throughout the building, offices and stairwells for the safety of the Tenants.
- All elevators will return to the first floor one at a time. Upon return to Level 1 all elevator doors will automatically open. Elevator service will be limited.
- The power of the life/safety and P/A system will remain operational.

DO

- Keep a flashlight(s) available in your office space.
- Turn off electrical office machines and appliances.
- Be careful in dimly lit areas, especially corridors and stairwells.

DON'T

- Call the electric company.
- Panic – remain at ease. **Be assured the building staff is hard at work trying to restore power to the building.**
- Attempt to exit the building via corridors and stairwells without a flashlight.

HARASSING / THREATENING PHONE CALLS

If someone in your company is receiving harassing or threatening phone calls at work, please contact your telephone service/vendor to **report immediately**. Your telephone vendor will have procedures in place for you to follow for this type of criminal activity and if necessary, will investigate the harassment with the help of the police department.

DO

- Report harassing telephone calls immediately.
- Note the frequency of calls.
- Time of day calls occur.
- Quickly notice the characteristics of caller.
- HANG UP.

DON'T

- Try to keep the caller talking -- **conversing with a telephone abuser is not advised.**
- The caller desires a reaction -- do not emit any emotion (anger, excitement, disgust, etc.).

THANK YOU

Again, welcome to International Plaza. We are looking forward to a long-lasting and mutually rewarding relationship.

**International Plaza Management Office
Suite 150
Office: (952) 883-3100**